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**Ministry Responsible for**
**Multiculturalism and Immigration**

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To His Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the *Multiculturalism Act*, I respectfully submit the sixth annual report on the operation of the Act. This report covers the activities for the 1998/1999 fiscal year.

Respectfully submitted,

Honourable Ujjal Dosanjh, Q.C.
Attorney General and Minister Responsible
for Multiculturalism, Human Rights and Immigration

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The Honourable Ujjal Dosanjh
Attorney General and Minister Responsible
for Multiculturalism, Human Rights and Immigration

Sir:

I am pleased to submit the *Report on Multiculturalism: Government of British Columbia 1998–1999*, the sixth annual report on the activities of the ministries of the Government of British Columbia, Crown corporations and the Advisory Council on Multiculturalism in support of the *Multiculturalism Act*.

Stephen R. Stackhouse
A/Deputy Minister Responsible for
Multiculturalism, Human Rights and Immigration

# Minister's Message

**The Honourable Ujjal Dosanjh, Q.C.**
**Attorney General and**
**Minister Responsible for**
**Multiculturalism, Human Rights and Immigration**

The *Multiculturalism Act* of British Columbia, passed in 1993, recognizes that the cultural diversity of our society is a fundamental characteristic that enriches the lives of all British Columbians. The Act includes a multiculturalism policy which promotes cross-cultural understanding, the full participation of all individuals in our society, and a society free from all forms of racism. These are important goals for our province.

The Act requires an annual report on its administration and implementation. It also requires each government ministry and Crown corporation to submit an annual report to the Minister Responsible for Multiculturalism setting out initiatives undertaken during the past fiscal year to promote and support the government's multiculturalism policy.

I am pleased to present the sixth annual *Report on Multiculturalism: Government of British Columbia* (1998–1999). The report has three components. The first component is the annual report of the Ministry Responsible for Multiculturalism and Immigration. The Ministry works in partnership with other government agencies, institutions and community organizations to promote the goals and objectives of the *Multiculturalism Act*.

The second component is the annual report of the Advisory Council on Multiculturalism. I would like to acknowledge the dedicated volunteer contributions of Council members in addressing multiculturalism issues throughout the province.

The third component records the multiculturalism initiatives of BC ministries and Crown corporations.

This report would not be complete without expressing appreciation to our many partners in multiculturalism throughout the province: community organizations, institutions, service and health care agencies, schools, students, parents and members of the community. Their efforts are very much appreciated.

# Ministry Responsible for Multiculturalism and Immigration

## Multiculturalism BC

### *Mandate*

To administer and implement the *Multiculturalism Act* and policy of the Province of British Columbia.

### *Mission Statement*

To promote a society at peace with itself, which values cultural diversity. Multiculturalism envisions a society that is free from racism, where individuals treat one another with respect and dignity, where all British Columbians have equal opportunity to participate fully in the community.

### *Goals*

- To work towards the elimination of racism.
- To promote a better understanding of multiculturalism.
- To promote equitable access to services and resources.
- To promote institutional change to better serve a culturally diverse community.
- To promote cross-cultural understanding.
- To promote community development and responsible citizenship.

### *Guiding Principles*

To achieve our mission we:

- Consult and work in partnership with the community, including the Advisory Council on Multiculturalism;
- Work collaboratively with other governments, institutions and organizations;
- Provide leadership and coordination within the provincial government;
- Strive to meet multiple goals in each of our initiatives; and
- Work for the most effective use of public resources with maximum benefit to the community.

# Policy

## THE *MULTICULTURALISM ACT* OF BRITISH COLUMBIA

The Government of British Columbia introduced the *Multiculturalism Act* in 1993. This was the first Act of its kind in this province, giving multiculturalism policy legislative authority. The purposes of the Act include the recognition of the multicultural heritage of British Columbia, the promotion of cross-cultural understanding and respect, and the fostering of a society in which there are no impediments to the full and free participation of all British Columbians in the economic, social, cultural and political life of the province.

This legislation was preceded by extensive round table consultations involving community representatives throughout the province. The work of the Advisory Council on Multiculturalism also contributed significantly to the development and passage of the legislation.

## MULTICULTURALISM WITHIN GOVERNMENT

Section 3.(h) of the *Multiculturalism Act* states that it is the policy of the government to "generally, carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia".

Section 7.(1) of the *Multiculturalism Act* reads "Every ministry and every government corporation within the meaning of the *Financial Administration Act* must, on or before May 31 of each year, submit an annual report to the minister setting out the initiatives that it has undertaken in the period for which the report is prepared to promote the policies referred to in Section 3."

Multiculturalism BC received reports from all ministries and Crown corporations and compiled them into an annual report. This comprehensive report, along with the annual reports of the Advisory Council on Multiculturalism and The Ministry Responsible for Multiculturalism and Immigration formed the fifth *Report on Multiculturalism: Government of British Columbia, 1997-98,* which was prepared for submission to the Legislature.

In order to coordinate the implementation of the *Multiculturalism Act* throughout government, Multiculturalism BC chairs the Interministerial Committee on Multiculturalism and the Crown Corporation Committee on Multiculturalism. All provincial government ministries are members of the Interministerial Committee on Multiculturalism. Crown corporations are represented on the Crown Corporation Committee on Multiculturalism. Both committees work towards the implementation of the *Multiculturalism Act* and provincial policy, and offer an opportunity for committee members to share ideas on multiculturalism issues specific to each branch and agency of government.

### Multiculturalism Assessment for Cabinet Submissions

In September 1993, the Cabinet Planning Secretariat released the new *Cabinet Submission Format and Guidelines* report. It is a guide for all provincial government ministries on how to prepare submissions for cabinet.

Multiculturalism BC created a support document, the *Multiculturalism Assessment for Cabinet Submissions* (MACS). This document assists policy-makers to determine the impacts of their policies on British Columbians of every ethnicity, ancestry, cultural heritage, religion, and place of origin. The template is intended to provoke consideration on issues that may not have been originally considered.

## GUIDE TO MULTICULTURALISM POLICY FOR INSTITUTIONS

Multiculturalism BC's *Guide to Multiculturalism Policy for Institutions* is designed to assist institutions to develop their own policy on multiculturalism to better serve a culturally diverse province.

The *Guide to Multiculturalism Policy* is a set of written guidelines that helps an institution sensitize its programs, services, and internal systems to the diverse community it serves and employs. The policy model contains general policy statements and outlines key initiatives in program design and access to services and opportunity. It also designates accountability and sets the ground for an implementation strategy. By implementing multiculturalism policy, an institution can promote cultural understanding and help break down the entrenched structural and attitudinal barriers that impede the full integration, development and well-being of all people.

## ADVISORY COUNCIL ON MULTICULTURALISM

The Minister Responsible for Multiculturalism is advised on multicultural issues by the Advisory Council on Multiculturalism (see Sections 4–6 of the *Multiculturalism Act,* Appendix I). The 1998 Advisory Council consisted of 27 women and men, appointed by Order-In-Council for one-year voluntary terms, from diverse cultural and regional communities throughout BC.

During this fiscal year, the 1998 Advisory Council on Multiculturalism completed its term from the previous year and held a meeting in Kelowna (May 8–9, 1998).

In October of 1998, the Council submitted its report for 1997/98 to the Minister. In March 1999, 18 new members were appointed to the Council, joining 11 members reappointed from 1998.

The 1999 Council held its first meeting on March 13, 1999 in Vancouver. At that meeting, Council received a draft progress report prepared by Multiculturalism BC in response to Council's 1997/98 report and recommendations to the Minister.

Multiculturalism BC is the secretariat for the Council.

## RESOURCES

Multiculturalism BC maintains a Resource Library consisting of books, pamphlets, training manuals and videos on multiculturalism, anti-racism and a host of related topics. The materials in the resource library are available for loan to the public, government, community organizations and public institutions. The resource library is open to the public during business hours. Requests for materials can also be made by contacting Multiculturalism BC. Resources available from the Ministry at no cost include:

*Ethnocultural/Multicultural Events Calendar:* This calendar is produced monthly and details multicultural and ethnocultural events taking place throughout the province. The publication is distributed to community organizations, institutions, media, Crown corporations and government ministries.

*British Columbia Directory of Ethnocultural, Multicultural and Immigrant Service Organizations:* A comprehensive list of community organizations divided into categories, including: multicultural organizations, immigrant service agencies, community service agencies, educational institutions, anti-racism organizations, human rights organizations, heritage language schools, municipal race-relations programs, ethnocultural organizations, ethnocultural business organizations and ethnocultural media.

*What is Multiculturalism? Myths and Facts:* This pamphlet challenges the myths surrounding multiculturalism by providing accurate information on the goals and objectives of the concept of multiculturalism. The pamphlet is also available in Chinese and Punjabi. See Appendix II.

*Video Resource Guide:* A useful listing of available videos in the Multiculturalism BC resource library.

*Book Resource Guide:* A reference guide to assist individuals in identifying appropriate multicultural and anti-racism book resources in employment, education, health care, justice and policy development.

*Celebrating the Mosaic: A Handbook and Guide to Resources for Multicultural Education:* A resource guide in multicultural and anti-racism education by the Consortium on Diversity in Education (CODE).

*Enhancing the Multicultural Environment in Your School — A Handbook for Educators* and *Cariboo Hill: Multiculturalism in Action (Video):* This handbook and accompanying video lists the many ways teachers, students and parents can enhance the multicultural environment in their schools.

*The Courage to Stand:* This video looks at incidents of hate in the Okanagan Valley and the strength and courage of British Columbian communities in response.

*Forum: Strategies to End Racism:* The proceedings from the seven workshops on anti-racism strategies sponsored by Multiculturalism BC, on March 19, 1999.

*Challenging Systemic Racism Forum:* This publication documents the proceedings of a conference organized by Multiculturalism BC, on March 20, 1998.

*A Profile of Immigration to British Columbia Regions and Communities 1986–1996:* Contains statistical information on immigrant populations in communities throughout British Columbia. The comprehensive information in the publication includes population trends, demographic and labour force trends, as well as the regional and community profiles.

*1998 End Racism Awards:* This publication features the eight projects which received the 1998 *End Racism Award*, presented by the Honourable Ujjal Dosanjh, Attorney General and Minister Responsible for Multiculturalism, on March 20, 1998.

*Human Rights Study Guide:* The Vancouver Public Library, with support from Multiculturalism BC, produced a study guide on Human Rights. The Guide lists some of the general publications on human rights, internet Web sites, advocacy groups in British Columbia and Canada, and international human rights organizations.

# Resources

*British Columbia Newcomers' Guide to Resources and Services:* This book familiarizes newcomers (and long-time residents) in accessing government services, programs and resources. Written in plain English, the guide also provides basic information about living in BC. This Guide is also available in Chinese, Punjabi, Spanish and Vietnamese. Copies are distributed by request to community agencies and to members of the public.

### Posters

For Multiculturalism Week in 1999, the Communications Branch produced two posters celebrating diversity across generations. The posters conveyed the message *Diversity—It's the Heart of Who We Are.* They were distributed throughout the province to schools, government and community organizations.

Other posters available through the Ministry include the *Racism Leaves Scars* poster series and information brochure developed in collaboration with BC Teachers' Federation and the *Understanding Multiculturalism* series.

For a list of recent publications please contact the Ministry at (604) 660-2203.

## SPECIAL EVENTS

### Kelowna Community Consultation with the Minister, September 22, 1998

The Minister Responsible for Multiculturalism, Human Rights and Immigration, Ujjal Dosanjh, held a round table meeting with representatives from Kelowna institutions and the community. The discussion provided a valuable opportunity for the Minister to hear directly from the community the issues and initiatives particular to Kelowna.

The community has demonstrated its fortitude and action in rejecting hate and racism through a number of innovative and collaborative projects. The discussion provided the opportunity to highlight these initiatives, as well as to identify areas where further work is required.

*One of the two* Diversity—It's the Heart of Who We Are *1999 Multiculturalism Week posters produced by the Ministry. The posters were distributed province-wide to schools, community centres, government offices, Crown corporations, hospitals and health care centres and by request.*

WHO WE ARE
celebrate
multiculturalism
week
february 14-20, 1999
BRITISH COLUMBIA

# Special Events

*Public Dreams performers at the Multiculturalism Week Celebration, held February 14, 1999 at the Vancouver Art Gallery Courtyard. The launch event was hosted by the Ministry Responsible for Multiculturalism and the Vancouver Multicultural Society.*

## Royal Canadian Legion, Unity Through Diversity, November 4, 1998

In collaboration with the Pacific Command, Royal Canadian Legion, Multiculturalism BC assisted with *Unity Through Multiculturalism 1998*, as part of national Veterans Week, November 5–11. The theme was to celebrate and to promote the unity of a multicultural Canada through networks between veterans groups and community organizations throughout the province. A special presentation of the provincial Proclamation for Veterans Week was made on November 4, at Branch #30, the Royal Canadian Legion in Vancouver.

## Multiculturalism Week, February 14–20, 1999

February 14–20, 1999, was officially proclaimed as Multiculturalism Week by the Province of British Columbia. Multiculturalism Week promotes the celebration and understanding of multiculturalism and its contributions to the province.

The first Multiculturalism Week in British Columbia was held in 1985 when the Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA) dedicated a week in February to increase public awareness about multiculturalism. With support from the BC Teachers' Federation, Program Against Racism, Multiculturalism Week programs were held in many communities and schools throughout the province that year.

In more recent years, Multiculturalism Week programs have been held in workplaces, schools, and communities throughout British Columbia. Activities during the week highlight the ongoing programs and efforts throughout the year which promote multiculturalism objectives.

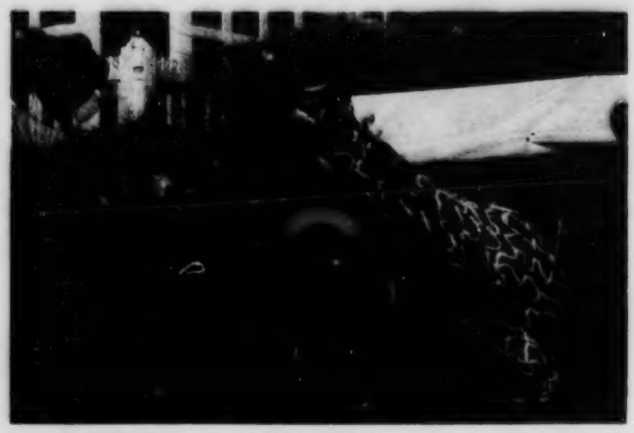
In celebration of Multiculturalism Week 1999, the Ministry's Communications Branch produced two Multiculturalism Week posters featuring the message *Diversity—It's the Heart of Who We Are* which were distributed throughout the province to schools, community organizations and government agencies.

Numerous organizations throughout the province received assistance from the Community Liaison Division for their Multiculturalism Week programs. Various municipalities throughout the province also proclaimed Multiculturalism Week in their communities.

### *Multiculturalism Week Opening Ceremony February 14, 1999*

On Sunday, February 14, 1999, the Honourable Ujjal Dosanjh proclaimed Multiculturalism Week at a special launch event at the Vancouver Art Gallery. Since the launch day coincided with Valentine's Day, the theme for the Week, *Diversity—It's the Heart of Who We Are* was particularly appropriate.

# Special Events



*Chinese lion dance performance at the Multiculturalism Week celebration, February 14, 1999, at the Vancouver Art Gallery courtyard.*

The participants enjoyed a wide variety of performers, musicians, speakers, exhibits and family activities. This celebration of the province's cultural and ethnic diversity launched a week-long series of activities throughout the province.

## Day for the Elimination of Racism
## March 21, 1999

The Province of British Columbia proclaimed March 21, 1999, as the Day for the Elimination of Racism, to coincide with the United Nations International Day for the Elimination of Racial Discrimination. This day commemorates the demonstrators in Sharpeville, South Africa, who were killed and wounded in 1960 during a demonstration against apartheid.

The Community Liaison Division provided assistance for numerous non-profit organizations throughout the province to hold March 21st activities.

### *March 21st Forum Strategies to End Racism*

On March 19th, 1999, in recognition of the Day for the Elimination of Racism, Multiculturalism BC hosted the *Forum: Strategies to End Racism* in Vancouver. Over 200 participants took part in a series of workshops developed to provide practical strategies to eliminate racism in a variety of sectors and environments. The seven workshops were:

- Effective Use of Videos in Anti-Racism
- Communication Strategies for Youth
- Addressing the Needs of People Victimized by Racism
- Working Together to Prevent Isolation and Creating a Caring Community
- Treaty Negotiations—Issues, Strategies and Opportunities
- Overcoming Systemic Barriers: A Collaborative Approach
- Creating a Welcoming Workplace

The workshops provided an opportunity for participants to share ideas and initiatives they were familiar with that were effective anti-racism strategies. The reason the forum was a success was primarily a result of the diverse cross-section of individuals in attendance. The interaction that took place in the workshops led to new networks and partnerships capable of continuing the discussion and action.

Proceedings from the forum are available from the Ministry Responsible for Multiculturalism and Immigration. The proceedings document the strategies to eliminate racism put forth by both panelists and participants.

### *1999 End Racism Awards, March 19, 1999*

Multiculturalism BC hosted the third annual End Racism Awards in Vancouver in commemoration of the United Nations International Day for the Elimination of Racial Discrimination, March 21. Eight community initiatives received awards from the Honourable Ujjal Dosanjh, while two were recognized with honourable mentions.

The initiatives selected were recognized for the collaborative efforts of individuals, community organizations and institutions to increase cross-cultural understanding and to eliminate racism.

Nominations for the awards were received from throughout the province, and the recipients were recommended by a panel comprised of members of the Advisory Council on Multiculturalism. With each year the number of nominations increases as communities become aware of the awards and nominate innovative and effective projects. This year was particularly noteworthy as nominations were received from a very broad cross-section of sectors.

The eight recipients of the 1999 *End Racism Awards* were:

*A Glimpse of Reconciliation, BC Association for Learning and Preserving the History of World War II in Asia; Human Rights Committee of the Greater Vancouver Japanese Canadian Citizens' Association:* A one-week photo exhibition held in five North American cities raising awareness of the ethnic cleansing and racism carried out during WWII by Japanese forces in Asia. The exhibition addressed unresolved issues and contributed towards the healing process. (Vancouver)

## Special Events

*Anti-Racism Committee of Kamloops, Kamloops Cariboo Regional Immigrant Services Society:* The Committee is a collaborative effort that has established a support network of advocates against racism throughout the Kamloops community. The Committee has developed a number of initiatives to combat racism in the community. (Kamloops)

*Anti-Racism Program, Matsqui Institution, Correctional Service of Canada:* In response to the complaints of inmates, the Matsqui Institution took the initiative and offered anti-racism workshops for staff. A training manual to equip staff to deal with hate and racism was also developed as part of the program. (Abbotsford)

*Building Community Together Strategy, En'owkin Centre:* A series of workshops designed to foster a healthier dialogue between the Aboriginal and non-Aboriginal communities in the Penticton area. The workshops have contributed to greater cross-cultural understanding and a desire in the community to continue the dialogue and to find equitable solutions to problems. (Penticton)

*Cross-Cultural Awareness Training, Royal Bank Financial Group:* Available to staff at the Royal Bank, these workshops have had considerable effect in improving service delivery for Aboriginal communities. The workshops have also been integrated into *Visions for the Future*, an Aboriginal Youth conference held throughout British Columbia. (Vancouver)

*Let's Stop Bullying Around, Students Taking Action Against Racism, Merritt Secondary School:* As part of the initiatives of the STAAR group at Merritt Secondary, skits on bullying were delivered to all Grade 2 students in the school district. The skits dealt with the effects of racism on bullying and gave the opportunity for older students to act as role models and to provide leadership to the younger audience. (Merritt)

*Maus: A Memoir of the Holocaust: Educational and Community Programming, Vancouver Holocaust Education Centre:* The Maus exhibit involved a broad spectrum of mediums from a comic book based on the Holocaust to a multi-media anti-racism program. Over 1800 youth and 2000 members of the public attended the exhibit and gained insight on the Holocaust and its implications for contemporary social justice issues. (Vancouver)

*Run Against Racism, John Wakefield and Deborah Toye-Wakefield:* This project aimed at community building brought together members of the Okanagan Valley community to support anti-racism in a safe, healthy and positive way. The impact of the run extended beyond the participants as the resulting publicity demonstrated the commitment of the community towards eliminating racism. (Okanagan)

### *Surrey ERACISM March*
### *March 20, 1999*

The Minister Responsible for Multiculturalism, Human Rights and Immigration, Ujjal Dosanjh and Ministry staff participated in the fifth annual *ERACISM March* sponsored by the Surrey Delta Multicultural Coordinating Society. The March culminated with a Multicultural Community Fair at Queen Elizabeth Secondary School where the Minister spoke of the importance of community unity against racism. Multiculturalism BC had a booth at the Fair where posters and publications were available.

### *Tri-Cities ERACISM Walk and Multicultural Celebration, March 20, 1999*

The first *Tri-Cities ERACISM Walk and Multicultural Celebration* was sponsored by the Society for Community Development on March 20, with assistance from the Community Liaison Division and Multiculturalism BC. The Walk had over 350 participants who showed their dedication to ending racism. Following the Walk, the crowds participated in a variety of activities including human rights workshops, displays, music and anti-racism and multiculturalism videos.

*The Services to People Victimized by Racism workshop at the Strategies to End Racism Forum, March 19, 1999.*

# Special Events

ERACIS
MARCH 21
OF RACIAL

*Ujjal Dosanjh, Minister Responsible for Multiculturalism, Human Rights and Immigration (centre), at the Surrey Eracism Walk, March 20, 1999.*

## 50th Anniversary of the United Nations Declaration of Human Rights

In recognition of the 50th anniversary of the UN Declaration of Human Rights, Multiculturalism BC collaborated with a number of organizations in sponsoring a number of initiatives during 1998:

### *Human Rights Study Guide*

The Vancouver Public Library, with support from Multiculturalism BC, produced a study guide to serve as a research tool for those wishing to find information on Human Rights. Included are pointers on how to begin researching human rights issues and information on the tools available. The Guide lists some of the general publications on human rights, internet web sites, advocacy groups in British Columbia and Canada, and international human rights organizations. The Guide is available from the Vancouver Public Library and Multiculturalism BC.

### *Human Rights in the New South Africa July 9, 1998*

A seminar *Human Rights in the New South Africa* was held with Dullah Omar, Minister of Justice, and Dr. Barney Pityana, Human Rights Commissioner, Republic of South Africa on July 9, 1999 in Vancouver. The presentation by the two officials provided the participants a unique look at the current status of human rights in South Africa and the impact of the new constitution on human rights issues. The seminar was co-sponsored by Multiculturalism BC, the BC Human Rights Commission, BC Human Rights Coalition, the Law Courts Education Society, and the Ministry of Attorney General.

### *Chief Dan George Commemoration, Vancouver International Film Festival, October 6, 1998*

In recognition of the 50th Anniversary of the United Nations Declaration of Human Rights, Multiculturalism BC, in collaboration with the Vancouver International Film Festival, sponsored a program of human rights films, including the premiere of *Today is a Good Day, Remembering Chief Dan George*. The one-hour documentary showcases the many outstanding contributions of the Chief of the Burrard First Nation whose career included logging, fishing, and television and film.

### *Human Rights: Not in Our Own Back Yard December 1–7, 1998*

In collaboration with Moving Images Distribution Society, Multiculturalism BC held a three-part video program *Human Rights: Not in Our Own Back Yard* at the Vancouver Pacific Space Centre (Planetarium) December 1, 3, and 7. The series, moderated by Colleen Leung, featured videos on provincial human rights themes produced by BC filmmakers and included panelists and a question and answer period as part of the program.

The first video featured was *Kuper Island: Return to the Healing Circle*, a documentary by Christine Welsh and Peter C. Campbell about the survivors of the Kuper Island Indian Residential School. Panelists included Diane Harris, Delmar Johnny, Sylvia Olsen and Viola Thomas. The second program was *Gay Spirit*, a documentary by Barbara Anderson and Brad Newcombe about the struggle of gays and lesbians to gain acceptance from their religious communities. Panelists were barbara findlay, Brent Lehmann, and Denise Tang. The third program was Linda Ohama's *Watari Dori: A Bird of Passage*, a documentary about the resettlement camps for Japanese Canadians during the Second World War. Panelists included Wilma Clarke, Roy Miki, Linda Ohama, and Bing Thom.

## PUBLIC EDUCATION

As part of its public education mandate, Multiculturalism BC staff deliver presentations, workshops and seminars on multiculturalism, organizational change, and anti-racism to a variety of sectors. During the fiscal year this has included ministry multiculturalism and diversity committees, the Justice Institute (Corrections Academy), University College of the Fraser Valley (School of Nursing), University of British Columbia (Centre for Intercultural Studies), Simon Fraser University (Faculty of Education), Langara College (Canadian Studies), Leadership Vancouver, and the Canadian Labour Congress, Labour College.

## NISGA'A TREATY IMPLEMENTATION PROJECT

During the Fall of 1998, staff from Multiculturalism BC and the Communications Branch participated as members of the Ethnocultural Outreach Team for the *Nisga'a Treaty Implementation Project*. The Team was responsible for ensuring that information on the Treaty and its implications was available to multicultural, anti-racism and immigrant serving agencies and their clients. In partnership with local community organizations, information sessions were held in Prince George, Vernon, Kelowna, Penticton, Abbotsford, on Vancouver Island and in several locations throughout the Lower Mainland.

## PROVINCIAL HATE CRIME TEAM

The Provincial Hate Crime Team has been in place for three years. Multiculturalism BC continues to provide the community link to the team. The role of Multiculturalism BC includes:

- Supporting the development of resources at the community level to assist individuals experiencing racial discrimination.
- Assisting in the coordination of an ongoing community consultation process.
- Developing and acquiring anti-racism resources to be used by public institutions and community organizations for educational purposes.
- Referring individuals to community-based organizations for support and assistance when dealing with issues of racial discrimination.
- Assisting in tracking and recording incidents of racism occurring throughout the province.

In support of the Hate Crime Team, Multiculturalism BC activities included:

- Collaborated in organizing forums with Aboriginal communities throughout BC. These included: Penticton (September 22, 1998); Nanaimo (October 5, 1998 and a follow-up session on February 23, 1999); Cranbrook (May 6, 1999)
- Presented a clinic at the UBCM (Union of BC Municipalities) on "Communities Responding to Hate"
- Developed community liaison reports on complaints and reports of hate activity occurring through the province. These reports were forwarded to the Hate Crime Team.

# Partnerships

## INSTITUTIONAL CHANGE AND ANTI-RACISM PARTNERSHIPS 1998–99

Multiculturalism BC works collaboratively with public institutions and agencies to promote institutional change and anti-racism through policy development, organizational change and multiculturalism and anti-racism initiatives. During the fiscal year contributions were made to the following:

*BC Teachers' Federation, Vancouver:* Planning the Consortium For Diversity in Education's Building Bridges, Not Walls Conference; and for youth participation in anti-racism workshops.

*Central Okanagan School District:* Support for the implementation of Racism Free Schools and School District. Action plans were developed by community, parents, teachers and administrators to create a racism free district.

*District of Squamish:* Support for the access of all community members in a community project entitled *Communities That Care*, which will identify youth issues and action plans to empower the entire community to be a part of the solution.

*En'owkin Centre, Penticton:* Hate Crimes Forum with Aboriginal Community, a one-day forum on hate crimes and responding to hate.

*Ktunaxa Independent School, Cranbrook:* Hate Crimes Forum with Aboriginal Community, a one-day forum on hate crimes and responding to hate.

*Langara College, Continuing Studies, Vancouver:* Multiculturalism, Media and Access Training Project; a media training program for community participants in media literacy and communications.

*Langara College, Department of Journalism, Vancouver:* Seminar for Journalists in Cultural Diversity and Multiculturalism; a seminar with journalists to assist in reporting issues of cultural diversity and multiculturalism.

*Lower Mainland Multicultural Education Consortium, Vancouver:* Sustaining the Work in Institutional Change Project and identifying effective practices and case studies to share with other educational institutions in the change process.

*Moving Images Distribution Society, Vancouver:* In Our Own Backyard, Human Rights Video Program, at the Vancouver Space Centre (Planetarium) in commemoration of the 50th Anniversary of the United Nations Declaration of Human Rights.

*Prince George Immigrant and Multicultural Services Society:* Anti-Racism Youth Forum; planning for city-wide youth forum entitled *Communities Against Racism and Exclusion.*

*Prince Rupert School District:* Multiculturalism and Anti-Racism Initiative involving training for teachers, youth multicultural leadership camp and establishing an advisory committee on multicultural issues.

*Tillicum Haus Native Friendship Centre, Nanaimo:* Hate Crimes Forum with Aboriginal Community, a one-day forum on hate crimes and responding to hate.

*United Steel Workers of America: Anti-Harassment Education Program:* delivery and training-for-trainers of anti-harassment program at various communities throughout the province.

*University of Victoria, Faculty of Law:* Hatred in Canada: Perspectives, Action and Prevention; a two day conference on issues of hate and responding to hate in Canada.

*University of British Columbia, UBC Culturally Inclusive Campus, Vancouver:* an Anti-Racism Project which involves students, faculty and support staff in working together to create an inclusive campus. A series of speakers and workshops were held throughout the year.

*University of British Columbia, Department of Counseling Psychology, Faculty of Education, Vancouver:* The Faculty of Education will develop, implement and evaluate the Anti-Racism Response training module in its Teacher Education Program.

*Vancouver International Film Festival:* Human Rights Program, in recognition of the 50th Anniversary of the United Nations Declaration of Human Rights, a sponsorship of human rights and anti-racism films, including Today is a Good Day: Remembering Chief Dan George.

*West Vancouver School District:* Multiculturalism and Anti-Racism Initiative which involved teams from each school including parents, community, administrators and teachers for diversity training and action planning focusing on Multiculturalism in Education.

M121

IMPORTANT NOTE CONCERNING THE FOLLOWING PAGES

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## Programs

### 1998/99 BC CORE FUNDING PROGRAM (Cost of Organizational Revenue Expenditure)

The Government of British Columbia recognizes the role of multicultural, anti-racism and immigrant serving agencies and their contributions to communities throughout the province. The BC Core Funding Program helps maintain financial and operational stability in organizations with a primary constitutional mandate of anti-racism, multiculturalism and/or immigrant settlement, through contributions toward their operational expenses. Administered by the Community Liaison Division, a total of $786,420 was awarded to 29 organizations throughout BC in 1998/99.

***Recipients of the 1998/99 BC Core Funding Program***

Abbotsford Community Services
Affiliation of Multicultural Societies and Services Agencies of B.C. (AMSSA)
B.C. Heritage Language Association
Burnaby Multicultural Society
Campbell River and Area Multicultural and Immigrant Services Association
Canadian Anti-Racism and Education Research Society (CAERS)
Central Vancouver Island Multicultural Society
Centre for Canadian Language Benchmarks
Cowichan Valley Intercultural and Immigrant Aid Society
Immigrant and Multicultural Services Society of Prince George
Immigrant and Visible Minority Women of BC
Immigrant Services Society of British Columbia
Inland Refugee Society of B.C.
Intercultural Association of Greater Victoria
Kamloops Cariboo Regional Immigrant Society
Multicultural Society of Kelowna
Multilingual Orientation Service Association for Immigrant Communities (MOSAIC)
North Shore Multicultural Society
Pacific Immigrant Resources Society
Penticton and District Multicultural Society
Progressive Intercultural Community Services Society
Richmond Multicultural Concerns Society
SUCCESS
Surrey Delta Immigrant Services Society
United Way of the Lower Mainland
Vancouver Association for the Survivors of Torture (VAST)
Vancouver Multicultural Society of BC
Vernon and District Immigrant Services Society
Victoria Immigrant and Refugee Centre

### 1998/99 HERITAGE LANGUAGE PROGRAM

This program supports heritage language instruction, which assists British Columbians in developing understanding of diverse cultures, increases self-esteem and personal development among youth and enhances BC's ability to communicate in a global environment. Funding from the Heritage Language Program is divided into two streams. Stream A provides assistance to recognized Heritage Language Schools providing language instruction not available through existing provincial education programs, while Stream B directs financial support at professional development of instructors and teaching materials. In 1998/99, a total of $136,500 was awarded to 159 schools in Stream A, and $50,000 was awarded to five schools in Stream B.

***1998/99 HLP Funding – Stream A***

| LANGUAGE | NUMBER OF STUDENTS | NUMBER OF SCHOOLS |
|---|---|---|
| Afaan Oromoo | 23 | 1 |
| Arabic | 156 | 4 |
| Armenian | 28 | 1 |
| Bosnian | 31 | 1 |
| Chinese – Both | 8500 | 45 |
| Chinese – Cantonese | 1884 | 20 |
| Chinese – Mandarin | 8200 | 25 |
| Cree | 15 | 1 |
| Dari | 110 | 1 |
| German | 574 | 7 |
| Greek | 275 | 6 |
| Hebrew | [illegible] | 1 |
| Hindi | 50 | 1 |
| Italian | 700 | 2 |
| Japanese | 512 | 8 |
| Khmer | 25 | 1 |
| Kurdish | 16 | 1 |
| Persian | 97 | 1 |
| Polish | [illegible] | 2 |
| Portuguese | 31 | 1 |
| Punjabi | [illegible] | 2 |
| [illegible] | 141 | 2 |
| [illegible] | [illegible] | 1 |
| [illegible] | [illegible] | 1 |
| [illegible] | [illegible] | 1 |
| [illegible] | [illegible] | 1 |
| [illegible] | [illegible] | 1 |
| Vietnamese | [illegible] | 4 |
| TOTAL | 21,[illegible] | 1[illegible] |

# Programs

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### *1998/99 HLP Funding – Stream A*

| LANGUAGE | NUMBER OF STUDENTS | NUMBER OF SCHOOLS |
|---|---|---|
| Afaan Oromoo | 25 | 1 |
| Arabic | 156 | 4 |
| Armenian | 28 | 1 |
| Bosnian | 31 | 1 |
| Chinese – Both | 8900 | 45 |
| Chinese – Cantonese | 1684 | 20 |
| Chinese – Mandarin | 6209 | 29 |
| Cree | 15 | 1 |
| Dari | 110 | 1 |
| German | 574 | 7 |
| Greek | 275 | 6 |
| Hebrew | 694 | 3 |
| Hindi | 50 | 1 |
| Italian | 700 | 2 |
| Japanese | 513 | 8 |
| Khmer | 25 | 1 |
| Kurdish | 16 | 1 |
| Persian | 97 | 3 |
| Polish | 302 | 2 |
| Portuguese | 31 | 1 |
| Punjabi | 393 | 7 |
| Spanish | 141 | 2 |
| Swahili | 30 | 1 |
| Swedish | 29 | 1 |
| Tamil | 116 | 2 |
| Tigrigna | 43 | 1 |
| Ukrainian | 60 | 3 |
| Vietnamese | 92 | 4 |
| **TOTAL** | **21,339** | **159** |

# Programs

### *1998/99 HLP Funding – Stream B*

BC Heritage Language Association – *1999 Conference*
Chinese Language Association of BC – *Conferences & Workshops*
Comitato Attivita Scolastiche Italiane (CASI) – *Integrating Computers and Effective Classroom Management*
Island Metis Family Services Society – *Language Resource Person Professional Development*
Okanagan Indian Educational Resources Society (En'owkin Centre) – *Tiny Children Straightening Their Tongue*

## 1998/99 BC ANTI-RACISM AND MULTICULTURALISM PROGRAM

This program assists non-profit organizations to build communities that are free of racism, and communities where all residents, regardless of race, have access to programs and services. Program objectives link directly to policy objectives of BC's *Multiculturalism Act*, and include:

- the elimination of racism, through prevention and intervention strategies, including public education, cross cultural understanding and activities to combat systemic and organized racism

- the provision of equitable access to programs, services and opportunities for all British Columbians regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin, through strategies aimed at assisting community organizations to increase access to services for a culturally diverse public, and strategies aimed at assisting individuals to participate fully in the province's social, economic, cultural and political life.

Community consultations are held biannually throughout BC to provide program direction and priorities. Consultations on this program were held in 1997/1998. Consultations identified a number of target groups or issue areas and weight was given to project proposals that sought to address these groups and/or issues. These included:

- anti-racism education and leadership development for children and youth
- access to programs and opportunities for immigrant women and women of colour
- the addressing of stereotyping and the promotion of positive messaging in the media
- community driven responses to racism, hate activities and the prevention of racism
- the special service challenges and uniqueness of programming required in rural BC communities

In 1998/99, a total of $1,093,312 was awarded for 86 projects throughout BC.

### *Recipients of 1998/99 BCAMP*

411 Seniors Centre Society – *The 411 Seniors Centre Integrated Multicultural Client Services Project*
Abbotsford Community Services – *Combatting Hate: A Public Awareness Project; Walk a Mile in My Shoes*
Access to Media Education Society (AMES) – *NEW VIEWS: Multicultural Youth in New Media*
Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA) – *AMSSA Provincial Youth Project; Collaborative Committee on Multiculturalism (CCM); Multicultural Media Outreach*
African Canadian Association of British Columbia – *African Canadian Teenagers Project*
Art Starts in School Society – *Art as a Catalyst for Change*
BC Black History Awareness Society – *Black History Month 1999*
BC Civil Liberties Association – *The Citizenship Handbook: Reprint & Distribution*
Black Historical and Cultural Society of British Columbia – *Sharing Our Heritage*
Campbell River & Area Multicultural and Immigrant Services Association – *Equitable Access Through Multiculturalism*
Canadian Antiracism Education & Research Society (CAERS) – *Combat Racism & Organized Hate Activity in BC*
Carousel Theatre Society – *Dreamer's Rock – Challenging perceptions through interaction and discussion*
Chilliwack Community Services – *Peer Settlement Services*
College of New Caledonia – *Building a Unified Community*
Collingwood Neighbourhood House – *The Renfrew/Collingwood Anti-Racism Project; The Renfrew/Collingwood Youth Project-Buddy Program*
Committee for Racial Justice – *Human Rights – Celebrating 50th Anniversary of the UN Universal Declaration of Human Rights*
Contact Women's Group Society – *Building a Healthy, Cohesive Community*
Cranbrook Women's Resource Society – *A Step Ahead Tour; Elimination of Racism in Cranbrook – Phase II*
Fort Nelson-Liard Friendship Centre – *Training for Leaders*
Fraser Fort George Regional Museum – *Youth Curator Exhibit for the Year 1999*
Friends of Fort Steele Society – *Don't Let the Sun Set on Your Face*
Frog Hollow Neighbourhood House (The Association of Neighbourhood Houses of Greater Vancouver) – *Youth Connection*
Hispanic Community Centre Society of BC – *Youth for Youth*
Immigrant and Multicultural Services Society of Prince George – *Community and Youth Anti-Racism Initiatives*
Immigrant Services Society of BC – *Host Program – Collaborative Project*
Inter-Cultural Association of Greater Victoria – *Multicultural Community Development Project; The "Making History, Constructing Race' Community Stream Project; Volunteer Delivery and Planning*
International Development Education Resource Association (IDERA) – *Cultures in the Media – Using Positive imaging to change attitudes*
Kamloops Cariboo Regional Immigrant Society – *Community Anti-Racism – Phase III*
Kiwassa Neighbourhood House – *Youth Cultural Buddy Program*
Kwakiutl District Council – *First Nations Cultural Awareness Program*
Little Mountain Neighbourhood House – *African Cross Cultural Anti-Racism and Community Development Program; Racism Free Neighbourhood Network*
Maple Ridge Family Education Centre – *Multicultural Women's Participation Project*
Metis Community Services (Island Metis Family & Community Services) – *Sharing Our Stories: Promoting Intercultural Understanding*
Ministry of Attorney General–Youth Programs Journal Voucher – *TROO (Total Respect Of Others) Youth-Led Facilitation Team*
Multicultural Society of Kelowna – *Anti-Racism Workshop; Human Dignity Symposium; Responding to Hate: A Regional Perspective*

National Congress of Black Women Foundation – *1001 Black Inventions and Women and Leadership*
North Shore Multicultural Society – *Multicultural/Diversity Resources Workers Team; Volunteer Coordinator*
Okanagan Indian Educational Resources Society (En'owkin Centre) – *The En'owkin Process Training for Community Trainers – 1998 Proposal*
OPTIONS: Services to Communities Society – *Not in Our Town*
Pacific Immigrant Resources Society – *Outreach/Access Project (Consultation Services); Partnership Workshop; Volunteer Development for Immigrant Women*
Penticton and District Multicultural Society – *Buddy Program; Penticton Youth Anti-Racism Project*
People's Law School Society – *Justice Theatre at the Pacific National Exhibition (PNE)*
Puente Theatre Society – *MOSAIQUE Stories From Around the World: An Interactive PUENTE Theatre Presentation for Elementary, Middle and Junior High Schools*
Ray Cam Cooperative Centre – *Buddy Pairing Program; Caring Communities*
Reel to Real: A Celebration of Moving Images for Youth Society – *Reel to Real: A Celebration of Moving Images for Youth*
School District #71 – GP Vanier Secondary School – *Celebration of People: Participation of Life*
Seton Lake Band – *TW/W'T(Youth Anti-Racism Project)*
Social Planning and Research Council of BC – *Community Development Institute*
Social Planning Council for the North Okanagan – *Youth for Dignity and Respect*
South Vancouver Neighbourhood House – *Cultural Buddy Program*
Stikine Health Centre Society – *Cross-Cultural Awareness in A Diverse Society*
SUCCESS – *Multicultural Volunteer Project Officer; Parents Partnerships for Multicultural Friendship Clubs in Richmond*
Surrey Delta Immigrant Services Society – *Multicultural Women Leadership in Community Development Project*
Tenants' Rights Action Coalition – *Tenancy Information and Assistance for Newcomers*
Treaty 8 Tribal Council – *Spirit & Intent: The Visions of Treaty 8 People in North East BC*
Vancouver Area Human Rights Coalition (BC) – *Racism and Hate Propaganda: A Renewed Strategy*
Vancouver Community Network Association – *Spanish Language Internet Project*
Vancouver Holocaust Education Centre (HEC) – *MAUS*
Vancouver Second Mile Society – *Elder's Anti-racism Project*
Vancouver Society of Immigrant and Visible Minority Women – *Evaluation of Vancouver Lower Mainland Job Clubs: Do They Meet the Needs of Immigrant and Visible Minority Women*
Vancouver Youth Theatre Society – *Breathing Together*
Victoria Filipino-Canadian Association – *A Journey of Discovery for BC Youth of Filipino Ancestry*
Victoria Holocaust Remembrance and Education Society – *Victoria Holocaust Education Program – 1998/99*
Victoria Immigrant and Refugee Centre – *The Rights and Responsibilities in a Multicultural Society*
Volunteer Victoria – *Multicultural Youth Access*
West Coast LEAF Association – *Diversity Organizational Change*
West Coast Multicultural and Diversity Services (Formerly Early Childhood Multicultural Services/West Coast Childcare) – *Early Childhood Multicultural and Settlement Support Program*
West End Community Centre Association – *Immigrant Buddy Pairing Program*
Westcoast Coalition for Human Dignity – *School Based Responses to Hate*
Westcoast Women's Resources Society – *A Step Ahead Westcoast Tour*

## 1998/1999 BC IMMIGRANT SETTLEMENT PROGRAM

This program recognizes that the settlement of new immigrants can sometimes be a difficult and lengthy process, and that, in many cases specialized services are required to assist new arrivals. The program supports the successful settlement and integration of immigrants through contributions toward non-profit agencies in BC that provide direct settlement services. Such services include:

- initial assessment, orientation, information provision and subsequent referral
- basic life skills training and education on topics that will assist with the process of settlement and integration
- interpretation and translation
- advocacy
- linking to mainstream services
- initial counselling supports to deal with adjustment challenges, such as significant life change, intergenerational conflict and changing family roles
- the building of bridges between the host communities and newcomers

In addition to the current annual budget of $2,500,000, on April 1, 1999 the province takes on responsibility for the administration of an additional $23,373,000. These are the funds that Citizenship and Immigration Canada distributes annually throughout the province for immigrant settlement and integration services. 1998/1999 community consultations focused on program redesign and on the development of funding priorities after realignment. A redesigned program delivering immigrant settlement services, one with a "made in BC" approach, with revised program priorities, will be introduced in the 1999/2000 fiscal year under the name BC Settlement and Integration Program.

In 1998/99, a total of $2,604,721 was awarded to 108 projects throughout BC.

### *Recipients of 1998/99 BCISP*

Abbotsford Community Services – *Immigrant Settlement Counselling*
Affiliation of Multicultural Societies and Service Agencies of B.C. (AMSSA) – *IICC Regional Development Project; Immigrant Integration Coordinating Committee*
BC Civil Liberties Association – *A Workshop Leader's Guide for the BCCLA Citizenship Handbook*
British Columbia Settlement and Integration Workers Association (BCSIWA) – *BCSIWA Moves Ahead – Year 3; OCP Implementation: Adapting College Curricula and Access Issues*
Burnaby Family Life Institute – *ESL – Preschool Program; Immigrant Women's Support Groups*

# Programs

Burnaby Multicultural Society – *African/Arab Outreach Settlement Worker; Community Settlement Outreach Worker; Coordinator of Settlement Services; European/Latin-American Settlement Worker; Iranian Settlement Worker*

Campbell River & Area Multicultural and Immigrant Services Association – *Settlement, Outreach, and English Language Program*

Central Vancouver Island Multicultural Society – *Immigrant Services for Central Vancouver Island Area*

Chilliwack Community Services – *Community Liaison Immigrant Project; Peer Settlement Services*

Collingwood Neighbourhood House – *Renfrew-Collingwood Youth Project: Buddy Program; Settlement Services Development Project*

Comox Valley Family Services Association – *Immigrant Settlement Program*

Cowichan Valley Multicultural & Immigrant Aid Society – *Community Access Program*

Downtown Eastside Youth Activities Society (DEYAS) – *SOS Advocacy/Outreach and Orientation Worker*

Family Services of Greater Vancouver – *Somali Parent and Preschoolers Support Project*

Family Services of the North Shore – *Immigrant Support Program*

Frog Hollow Neighbourhood House – *Youth Connection*

Hispanic Community Centre Society of BC – *"Sister Families"*

Immigrant and Multicultural Services Society of Prince George – *ESL for Senior Immigrant and Refugee Claimants/Immigrant Women with Children/Community ESL with entry level Employment Orientation; Settlement and Adaptation Programs for Immigrants and Refugees*

Immigrant Services Society of B.C. – *African Settlement Worker; Filipino Settlement/Outreach Worker; Former Yugoslavian Community Settlement Counsellor; Iranian Immigrant and Refugee Claimant Advocacy and Outreach Project; Kurdish/Arabic Integration Worker; Multicultural Family Support, Resource and Advocacy Program; S.O.S. Advocacy/Outreach and Orientation Worker; Vietnamese Integration/Outreach Worker; Vietnamese Youth Worker – Women at Risk*

Inland Refugee Society – *Program Coordinator*

Inter-Cultural Association of Greater Victoria – *Cross-Cultural Family Counselling Program; Immigrant Seniors Project; Immigrant Women's Program; Immigrant Youth Project; Volunteer Delivery and Planning*

Jewish Family Service Agency – *Canadian Ways*

Kamloops Cariboo Regional Immigrant Services Society – *Community ESL; Settlement, Integration and Community Development*

Kiwassa Neighbourhood House – *Chinese Immigrant Family Support Program; High School Drop Out Program; Seniors Health, Settlement and Integration Initiative; Youth Cultural Buddy Program*

Langley Family Services – *Immigrant Settlement Program*

Law Courts Education Society – *Court Information Program for Immigrants*

Little Mountain Neighbourhood House – *African Cross Cultural Orientation Program; Latin American Cross Cultural Orientation Program; Vietnamese Cross Cultural Orientation Program*

Lower Mainland Purpose Society for Youth and Families – *Asian Youth Worker*

Mennonite Central Committee of BC – *Vancouver Settlement Worker; Fraser Valley Settlement Worker; Vancouver Settlement Assistant*

Mission Community Services – *Multicultural Services*

MOSAIC – *Community Based Volunteer Project; Community Development and Integration in the African and Somalia Community; Settlement and Integration Services to Immigrants and Refugees from the Former Soviet Union: Russian/Ukrainian Communities Project; Settlement and Integration Services to the Chinese Community Project; Settlement and Outreach Services for the South Asian Community; Vietnamese Counselling and Family Support Initiative; Working Group on Poverty*

Multicultural Society of Kelowna – *English as a Second Language; Settlement and Integration Program; Volunteer Coordinator; ESL Program for Immigrant/Refugee Women with Preschool Children*

North Shore Multicultural Society – *Settlement Services; Volunteer Coordinator*

Pacific Immigrant Resources Society – *ESL Literacy Program; Language/Orientation/Support Programs for Immigrant and Refugee Women*

Penticton and District Multicultural Society – *Buddy Program; Citizens' Aid; Community Access Program (CAP)*

People's Law School – *Cultural Minorities Program*

Progressive Intercultural Community Services Society – *Homebound Women's Project*

Ray Cam Cooperative Centre – *Buddy Pairing Program; Caring Communities*

Richmond Multicultural Concerns Society – *Richmond Settlement Program*

South Vancouver Neighbourhood House – *Cultural Buddy Program; Latin American Settlement Outreach Worker; South Asian Settlement Outreach Worker; Vietnamese Settlement Outreach Worker*

SUCCESS – *Family and Youth Counselling in Burnaby &- the Tri-Cities; Family and Youth Counselling in Richmond; Mandarin Speaking Family and Youth Counselling Service; Multicultural Volunteer Project Officer; Newcomers Integration Network for Tri-City Office Coordinator/Korean Settlement Services in the Tri-City; Persian (Farsi) Settlement Services in the Tri-City; Small Business Development and Training Services for Newcomers; Spanish Settlement Services in the Tri-City*

Surrey Delta Immigrant Services Society – *Community Youth Outreach Program; Family Counselling Program; Settlement Project for Refugees and Refugee Claimants in the South Fraser Region; Women's Outreach Program, "Parent Support Project for Newcomers"*

Vancouver Association for the Survivors of Torture (VAST) – *VAST Therapeutic Team Coordination Project*

Vancouver Association of Chinese Canadians – *Chinese Advocacy and Orientation Settlement Worker*

Vernon and District Immigrant Services Society – *LINKS to Promoting Participation – Partnership; LINKS to Promoting Participation through Partnership – ESL*

Victoria Immigrant and Refugee Centre – *Immigrant and Refugee Settlement Program; Support and Resources for Immigrant Students (SARIS)*

West Coast Multicultural and Diversity Services (Formerly Early Childhood Multicultural Services/West Coast Childcare) – *Early Childhood Multicultural and Settlement Support Program*

West End Community Centre Association – *Immigrant Buddy Pairing Program*

Westcoast Childcare Resource Centre – *Coordinator of the Vancouver Coalition of First Line Child and Youth Service Providers*

# Advisory Council on Multiculturalism

# Message from the Chair

This report of the Advisory Council on Multiculturalism covers the period April 1998 to April 1999.

Most of the Council's business occurred near the end of our appointed year. A meeting for the members re-appointed from the previous year was held in March 1999 and a meeting of the full council was held in April 1999. In spite of the late appointments, the Council members were efficient and effective in setting goals and orienting themselves to the important task of promoting mutual respect and understanding for all people in British Columbia.

Orienting members to their roles on Council involved an understanding of the considerable role each is actively playing in his or her community. We are indeed fortunate to have much talent represented by all members. Also discussed was the formal role of Council members in carrying out our obligations under the *Multiculturalism Act* of British Columbia. Many materials were circulated to assist members to understand their roles and to become informed on the important issues facing multiculturalism and anti-racism. Especially reviewed were the position paper and recommendations from last year's council as well as the structures used by Council to reach its goals. Also discussed were the important role that some of the Council played in judging submissions for the *End Racism Awards* sponsored by Multiculturalism B.C., the latest information on employment equity, the fact that multiculturalism makes good business sense and the activities of the Hate Crime Team.

An impressive and productive brainstorming session assisted Council to set priorities with respect to salient issues in multiculturalism and anti-racism in British Columbia. On the basis of this session, three committees were formed for the coming year and each member agreed to sit on one of these committees. *The Education Committee* has Chiara Anselmo as Chair and Winston Joseph as Vice-Chair, the *Public Awareness Committee* has Sandy Dore as Chair and Carolyn Shields as Vice-Chair and the *Policy and Partnerships Committee* has Hernan Mendoza as Chair and Leslie Louie as Vice-Chair. All committees are actively working on issues and developing recommendations for action. Anti-racism and justice considerations are common interests to all committees.

I would like to thank Barbara Binns, Vice-Chair of Council, all members of Council and staff of Multiculturalism B.C. for their outstanding support and the Honourable Ujjal Dosanjh, Minister Responsible for Multiculturalism, Human Rights and Immigration, for his strong support of cultural diversity and anti-racism in British Columbia. All members of Council look forward to the coming year and to making a difference in cultural understanding, in justice and in harmony among all people in British Columbia.

Respectfully submitted,

Ken McAteer, Chair
Advisory Council
on Multiculturalism

*The members of the Advisory Council on Multiculturalism, May 1998, Kelowna.*

M121

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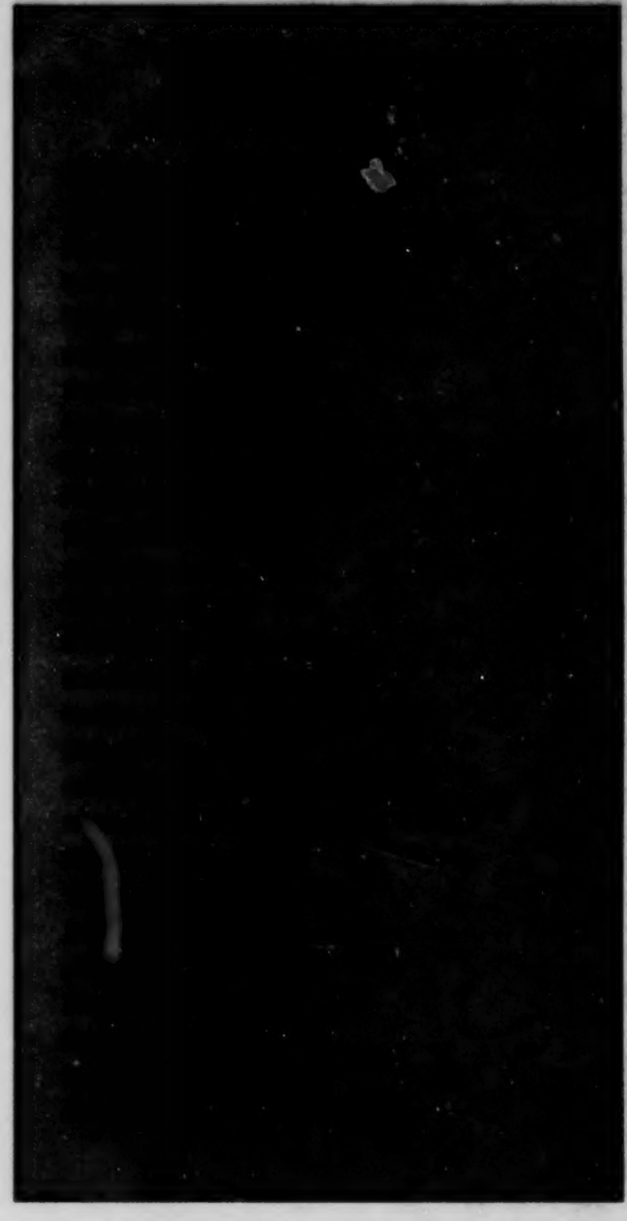
# Meetings and Activities



The 1998 Advisory Council held its final meeting May 8–9, 1998 in Kelowna. The two-day meeting began with a community consultation involving 80 participants. Participants were asked to give Council input on the following topics:

- Issues that need to be addressed in order to promote multiculturalism in B.C.;
- Suggestions or recommendations for action that Council should convey to the government;
- Actions you are taking at your place of work or in your community;
- Partnerships or networking that you find are effective.

After reviewing the discussion and recommendations that came out of the consultation, Council concluded their final report and recommendations. The three committees of Council each submitted a report with recommendations based in large part on the recommendations from the two community consultations held in Victoria and Kelowna. Altogether, the Education, the Public Policy and the Public Awareness and Partnership Committees submitted 25 recommendations to the Minister addressing issues of multiculturalism in B.C.

In July 1998, Council awarded a *Best Practices in Multiculturalism Award* to ICBC and the Ministry of Forests. The awards were based on a review by Council members of each Ministries' and Crown corporations' annual reports for 1997–98. ICBC was recognized for its programs and policies that promote multiculturalism and anti-racism. The Ministry of Forests received an award for reviewing and improving access to its contracting process.

A call for nominations of new Advisory Council members went out towards the end of 1998. Eleven members from the 1998 term continued as members for 1999 and were joined by 18 new appointees in March 1999. The first Council meeting of 1999 was held March 13 in Vancouver. At this meeting, Council members began planning orientation for new members. They also received updates on the status of the recommendations from the previous year's report.

# Meetings and Activities

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### 1998 Advisory Council on Multiculturalism Members

**Mohammed Alam, Surrey**
**Leon Bibb, Vancouver**
**Barbara Binns, Vancouver – Vice Chair**
**Carmela Canino, Prince George**
**David Dickson, Williams Lake**
**Stanley Fukawa, Nanaimo**
**Nicole Hennessey, Nanaimo**
**James Ho, Richmond**
**Shannon Hobson, Vancouver**
**Ambrose Hsiung, Vancouver**
**Viren Joshi, Vancouver**
**Tatsuo Kage, Vancouver**
**Nina Law, Victoria**
**Delia Marican, Kamloops**
**Ken McAteer, Burnaby – Chair**
**Hernan Mendoza, New Westminster**
**Beverly Nann, Burnaby**
**Sohan Surinder Sangha, Vancouver**
**Hossein Seifi, North Vancouver**
**Carolyn Shields, Surrey**
**Yang-Jun Shin, Vancouver**
**Janice Switlo, Burnaby**
**Jacques Tang, Port Moody**
**Alex Wishlow, Creston**
**Baldwin Wong, Vancouver**
**Marie Woolridge, Kelowna**
**Gisele Yasmeen, North Vancouver**

# Report and Recommendations

The following is a summary of Council recommendations from the 1997–98 report to the Minister.

## Education:

- That the Minister Responsible for Multiculturalism request that the position of Manager of Diversity be reinstated within the Department of Education, on a permanent basis.

- That policy be developed which would require:
  a) That all school districts and schools be required to have in place policies which cover:
    i) Anti-racist and multicultural education;
    ii) Dealing with racist incidents.
  b) That all schools and school districts be required to have in place procedures to implement their adoptive policies;
  c) That the procedures so developed include appropriate consequences for individuals who are in contravention of the policies and desired practices;
  d) That accountability measures be effected to ensure that such policies are not only enacted, but they are implemented with consistency, fairness, and diligence at all times.

- Teacher awareness should be addressed on four fronts:
  a) That curriculum materials dealing with multiculturalism be incorporated into all provincial IRPs;
  b) That anti-racist curriculum be endorsed for distribution to classroom teachers and educators throughout the province;
  c) That in conformity with the requirements of the BC College of Teachers, teacher-training programs be required to demonstrate how they prepare teachers to live and teach in a culturally and economically diverse society;
  d) That the ministry consider funding and promoting intensive training programs in multicultural awareness and instructions which schools and districts could offer during designated professional development days.

- Student awareness should be addressed on two fronts:
  a) That schools and districts be requested to develop, distribute, and discuss materials which clearly indicate (in age appropriate ways) what constitutes racism, prejudice, and intolerance, how to recognize acts and utterances coming from these attitudes, and what steps students should take to deal with them;
  b) That opportunities and vehicles be created and promoted jointly by the Ministries responsible for multiculturalism and for education to support, foster, and develop student leadership particularly in the area of multiculturalism and anti-racism.

- Parental awareness should be addressed on two fronts:
  a) That appropriate programs be developed to offer to the Parent Advisory Councils for the training of their members;
  b) That guidelines for membership in Parent Advisory Councils be developed to ensure that there is appropriate representation from parents of diverse groups represented within schools.

## Public Policy:

- That the Advisory Council on Multiculturalism in partnership with Multiculturalism BC continue consultation meetings with ministries and Crown corporations.

- That the multicultural advisory positions within ministries and Crown corporations be retained and further strengthened through direct reporting of progress in multiculturalism at regular senior management meetings.

- That employee-driven organizations within ministries and Crown corporations be encouraged to develop a multicultural arm as an internal resource for senior management to support the organizational change process and that Council continue to support PSERC (Public Service Employees Relations Council) and the Visible Minority Employees Association in promoting multiculturalism.

- That Multiculturalism BC provide transitional funding for a multicultural organizational change project for ministries and Crown corporations to accelerate the pace of change in government services.

- That the Government of BC:
  a) Increase the hiring of equity groups in ministries and Crown corporations;
  b) Ensure that employment equity be made an Act of the Legislature;
  c) Open access centres in all major cities to hire employees, including auxiliaries, for ministries and Crown corporations;
  d) Obtain an observer status for a member of the Provincial Advisory Council on Multiculturalism on the Union and Management Committee on Equity (UMCE);
  e) Enhance the process for assessment and recognition of foreign credentials so that people are not under employed and valuable human resources are not wasted;
  f) Ensure the removal of barriers to employment;
  g) Increase policies and implementation plans for effective retention and promotion of minority employees;

h) Provide guidelines for contracting and out-sourcing of work consistent with the goals of employment equity;
i) Develop early career awareness for visible minorities through such means as mentoring and career fairs;
j) Advertise permanent and temporary positions in different languages and in different newspapers;
k) Retain diversity officers who are dealing with employment equity in each ministry and Crown corporation.

- That annual reports from ministries and Crown corporations should indicate the extent to which there has been compliance with the Expectations document of Multiculturalism BC.

- That Multiculturalism BC should be designated on behalf of the Minister for Multiculturalism to administer, execute and apply the mandate of the *Multiculturalism Act* and its regulations.

- That the Education committee recommendations on multiculturalism and anti-racism curricula policies and procedures be supported by regulations to the *School Act*, in compliance with the *Multiculturalism Act*.

## Public Awareness and Partnership:

- That the Ministry Responsible for Multiculturalism and Immigration should ensure that major events such as those recognizing Multiculturalism Week and the International Day for the Elimination of Racism be strategically promoted in major centres across the province.

- That the Ministry Responsible for Multiculturalism and Immigration should focus on developing partnerships that include the public and private sector, as well as First Nations, in order to create and sustain a common vision of inclusiveness.

- That the Ministry Responsible for Multiculturalism and Immigration should continue to analyze which projects are beneficial to different regions and utilize this analysis to create and promote significant multicultural events that improve partnerships and public awareness.

## Grant Funding:

- That the Ministry Responsible for Multiculturalism and Immigration:
  a) negotiate with the Gaming Commission of the ministry responsible in order that the new guidelines for trust funds include multiculturalism and anti-racism in addition to health and education;
  b) be pro-active in developing initiatives which will facilitate collaborative projects with the private sector;
  c) allocate funds efficiently so as to eliminate duplication of services from various agencies and encourage such agencies to work together on common projects.

# Ministry Reports

# Aboriginal Affairs

## EXECUTIVE SUMMARY

The Ministry of Aboriginal Affairs' commitment to multiculturalism is reflected in the ministry's Employment Equity Action Plan. The ministry is committed to creating a work environment that reflects, respects, and values a diversity of all British Columbians by:

- Ensuring active participation in the Inter-ministerial Multiculturalism Committee;
- Circulate information and resource material throughout the Ministry to promote awareness;
- Support staff attending ethnic association meetings
- Provide workshops on cultural awareness sessions and training;
- Ensure fairness and equity in the ministry's programs and policies;
- Ensure recruitment and selection is barrier free by ensuring an employment equity representative is involved to remove systemic barriers;
- Promote a workplace of trust where employees treat one another with respect and dignity;
- Number of staff or full-time equivalents (FTE's): 169.

## CORPORATE COMMITMENT

The Ministry of Aboriginal Affairs' commitment to the principles stated in the *Multiculturalism Act* includes a commitment to creating a work environment that values and reflects British Columbia's population diversity. The ministry's corporate support for multiculturalism is reflected in both employment equity initiatives and the expectation that all employees act in a way which demonstrates respect for all individuals regardless of ethnicity, gender or disability.

The Ministry continues to support multiculturalism by ensuring active participation in the Inter-ministerial Multiculturalism Committee.

- All British Columbians enjoy the social and economic benefits of co-operation and certainty.
- Strives to eliminate barriers in polices and procedures that hinder participation and equal treatment.
- Be representative of the general workforce through fair and equitable hiring practices and promote equality and equity.
- Promotes a management style that respects diversity and ensures that all individuals are treated with respect and dignity.
- Cultivates understanding and acceptance of cultural diversity among employees.
- Keeps staff informed about training, and issues on diversity
- Ensure the workplace is accessible and representative of the general workforce through fair and equitable hiring practices.
- The Director of Human Resources plays a lead role on promoting multiculturalism at the Senior Management Committee.
- The Ministry's Employment Equity Implementation committee promotes the goals and objectives of the *Multiculturalism Act.* and functions as the Ministry's Multiculturalism Committee.
- The Ministry's mission is to work with First Nations, the federal government, other provincial ministries and all British Columbians to help build a society in which relationships between aboriginal people and all British Columbians are based on equality and respect.

## MINISTRY GOALS AND OBJECTIVES

The Ministry has a primary responsibility for treaty negotiations in the province of British Columbia. Through treaties and other negotiated agreements, the Ministry works with other agencies and First Nations to enhance self-reliance in aboriginal communities both on and off reserve.

The Ministry's multiculturalism goals include:

- developing culturally competent services which incorporate the importance of culture and cross-cultural relations;
- fostering a work environment which promotes cross-cultural understanding, embraces the principles of human rights and the elimination of discrimination and racism;
- to attain a workforce that is representative at all levels that reflects the diversity among the BC population.

## COMMUNICATION

The Ministry's Annual Report on Multiculturalism for 1998/99 will be available to all ministry employees through electronic access. The Ministry will continue to train staff to sensitively employ communication skills appropriate to managing a diverse workforce.

Communications about current equity issues, such as the Ministry's Employment Equity Action Plan, workforce survey results, mentoring program, offerings of education and awareness sessions, updates on multicultural initiatives, are posted under the electronic employee announcement file folder, to promote awareness and understanding of the challenges related to providing culturally sensitive services to members of the diverse population of British Columbia.

# Aboriginal Affairs

Educational materials promoting awareness of cultural diversity, including posters promoting Multiculturalism Week, Aboriginal Awareness day and the Multiculturalism monthly calendar of events are displayed.

## REVIEW AND EVALUATION OF LEGISLATION, PROGRAMS, SERVICES AND POLICIES

Ministry of Aboriginal Affairs' human resource policies and procedures continue to be reviewed. The Ministry has two programs (First Citizens' Fund and the First Peoples' Heritage, Language and Culture Advisory Council) which are specifically for aboriginal peoples. The Ministry continues to review these programs for multicultural issues and make recommendations to Executive, where necessary, on ways to improve delivery.

Many branches within the Ministry continue to enrich their work environment by hiring both auxiliary employees, regular employees and co-op students for diverse cultural backgrounds.

Human Resources advertises position vacancies with friendship centres, band offices and outreach organizations.

## AWARENESS/EDUCATION SESSIONS

The Ministry has an adequate training and development budget along with a diverse video library. Training in employment equity will be identified on employee individual training plans. Corporately the Ministry delivered Aboriginal Cultural Awareness sessions and will continue to encourage employees to participate and promote these and other equity sessions. One of the Ministry's aboriginal co-op students delivered an information session at the province-wide, "Visions for the Future" aboriginal student career fair on recruitment in the public service.

## SIGNIFICANT PROGRAMS AND INITIATIVES

The Ministry's Employment Equity Implementation Committee continues to meet monthly with representatives from the Aboriginal Employees Association and Persons with Disabilities Association. The Ministry is actively seeking a representative from the Visible Minorities Association for this committee. Human Resources Branch advertises a wide range of articles, websites, and videos on all aspects of diversity

## OVERVIEW OF PROGRESS/ADDITIONAL COMMENTS

The Ministry respects the unique, culturally defined needs of various client populations. The Ministry also recognizes that its programs and services must be delivered in a culturally competent manner. The Ministry will continue to look for ways to enhance its delivery system and to make recommendations for change as needed.

Recruitment strategies to hire new staff from multicultural communities.

# Aboriginal Affairs

## ACTION PLANS AND INITIATIVES FOR 1998/99

| NAME AND DESCRIPTION OF ACTIVITY | QUARTER TO BE COMPLETED BY |
|---|---|
| Offer workshops which continue to expand cultural knowledge of First Nations and assist ministries in adapting services to meet the needs of First Nations. | As and when required and as resources allow |
| Communicate to our client's realistic levels of service on a program basis. | Ongoing |
| Encourage the use of plain language that is as inclusive as possible. | Ongoing |
| Review the Ministry's two programs (First Citizens' Fund and the First Peoples' Heritage, Language and Culture Advisory Council) and make recommendations on ways to improve delivery. | Ongoing |
| Train employees from diverse backgrounds to participate on hiring panels | Ongoing |
| Continue to support the "Valuing and Welcoming Diversity" Discoverability, culturally responsive delivery and Reasonable accommodation sessions offered by the Employee Learning Services. Continue to use culturally responsive service programs through PSERC. | Ongoing |
| Utilize remedial measures and barrier identification and removal actions as identified in the Employment Systems Review to increase employment and retention of designated group members. | Ongoing |
| Promote multiculturalism through distribution of articles, clippings of interest and posters for display. | Ongoing |
| Reports quarterly on Ministries progress and communicate progress to all staff | Quarterly |
| To give preference on hiring auxiliary staff to EE groups in occupations they under represented | Ongoing |
| Continue to update links from the ministry's internet website for both employees and public to access equity related sites. | Ongoing |

# Advanced Education, Training and Technology

## EXECUTIVE SUMMARY

The Ministry of Advanced Education, Training and Technology was created in February of 1998 to provide leadership and support for an advanced education and training system that provides all British Columbians with opportunities to develop the skills and knowledge they need to live productive and fulfilling lives, and to contribute to the changing economic, social and cultural life of our province.

The Ministry is organized into the following Divisions: Post Secondary Education, Skills Development, and Policy Services. Management Services Division, housed in the Ministry of Education, provides corporate financial, administrative, human resources, information management, and information and privacy services to the Ministry, as well as to the Ministries of Education and Labour and the Industry Training and Apprenticeship Commission.

MAETT's multiculturalism policy is based on the Public Service Employee Relations Commission policy, which welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.

### Highlights for 1998/99 include:

- Ongoing implementation of a strategic plan for the college and institute sector to meet the increasingly diverse needs of learners and the complex demands of society
- Institution Based Training activities promoting multiculturalism, such as English Language Training Combined Skills, First Nations Access, and foreign credential assessment
- Enhancement of Safer Campuses Initiative activities of post secondary educational institutions to promote inclusive, educational environments
- Providing Youth Works and Welfare-to-Work job search kits to clients in Chinese, Vietnamese, Punjabi, Spanish, as well as English and French
- Implementing in the Labour Market Development Agreement the proviso: "equity principles with respect to the members of underrepresented groups will be respected in the design and delivery of programs and services"
- Promoting staff training in sessions such as *Culturally Responsive Service Delivery and Discrimination and Harassment Prevention Awareness*

Number of staff or Full Time Equivalents (FTEs) for the Ministry: 625 *(does not include Intergovernmental Relations Secretariat, British Columbia 2000, Crown Corporations Secretariat, Industry Training and Apprenticeship Commission or Information, Science and Technology Agency)*

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Ministry works to ensure that policy and program development and implementation reflect the diversity of our province and represent the emerging needs of all British Columbians. Wherever possible, ministry staff work with partners in government, such as Multiculturalism BC, to support the development, distribution and implementation of resources that enhance multiculturalism throughout the advanced education system. Assistant Deputy Ministers are responsible for multiculturalism. They report to the Deputy Minister.

The Ministry continues to build and maintain a post secondary education and training system that promotes cross-cultural understanding, positive race relations, good citizenship and social harmony both internally and with external partners and stakeholders by:

- directly supporting multiculturalism programs;
- on-going consultation with post secondary education partners and stakeholders on multicultural issues;
- keeping staff informed about staff training and development activity on diversity; and,
- making the workplace more accessible and representative of the general workforce through fair and equitable hiring practices.

The Ministry's annual report focuses on five key areas of performance common to both the post secondary education and skills development sectors: competence, completion, transition, satisfaction, and equity. This focus has permitted improvement in the relative clarity with which equity is defined and facilitates presentation of information about overall results and results by equity groups.

## COMMUNICATION ACTIVITIES

The Human Resources Branch of the Ministry continues to:
- update staff on Multicultural events taking place around the province such as Black History month,
- fax the Monthly Multiculturalism BC Calendar of Events to all Branches,
- update staff regarding staff training and development programs on diversity, such as Preventing and Resolving Harassment and Discrimination: The Manager's Role, and
- ensure the workplace continues to be more accessible and representative of the general workforce through fair and equitable hiring practices.

Multiculturalism "Calendar of Events" is also shared province wide with 65 training administrators to be posted on regional office bulletin boards.

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# Advanced Education, Training and Technology

## STAFF DEVELOPMENT AND TRAINING

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/ BRANCH | NUMBER OF PARTICIPANTS |
|---|---|---|---|
| *Discrimination and Harassment Prevention Awareness:* Competencies addressed: Model and promote a work environment and practices that support the Human Rights Code and equity and diversity policies and procedures. | All Ministry employees | offered by Human Resources Branch | 9 participants |
| *Valuing and Welcoming Diversity:* Competencies addressed: Improve or develop a workplace atmosphere that is welcoming to everyone and creates familiarity with people with different backgrounds and values. | All Ministry employees | offered by Human Resources Branch | 11 participants |
| *Reasonable Accommodation:* Competencies addressed: Model and promote a work environment and practices that support the Human Rights Code and equity and diversity policies and procedures | All Ministry employees | Sponsored by MAETT | [illegible] participants |
| *Culturally Responsive Service Delivery:* Competencies addressed: Deliver government programs and services in a manner that is sensitive and responsive to the multicultural reality of BC, and thereby meeting the requirements of the *Multiculturalism Act.* | All Ministry staff | Sponsored by MAETT | 16 participants |

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

All requests for legislation are examined for the proposal's impact on multiculturalism. In terms of legislative changes that meet the goals of multiculturalism, an amendment was made to the Youth Works Regulation to make refugee claimants who are approved for convention refugee status under the *Immigration Act* eligible for a youth allowance.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

### F1 Post-Secondary Education Division

#### *College, Institute, and Agency System Strategic Plan, Charting A New Course*

The Post Secondary Education Division of the Ministry of Advanced Education, Training and Technology, in collaboration with the colleges, institutes and agencies, continued the implementation of Charting A New Course, a strategic plan for the college, institute, and agency system in BC. It is acknowledged in the plan that changes are required to meet the increasingly diverse needs of learners and the complex demands of society. Within the goals of relevance, quality and access, the plan outlines the objective of reducing attitudinal and physical barriers and, at the same time, provide learning opportunities for non-traditional learners and others who may face systemic barriers to entering and completing post-secondary education and training including visible minorities. Social awareness continues to be a major strategy within Charting A New Course, and is engendered by increasing the learner's ability to acquire knowledge of societal issues so as to promote broader social awareness and acceptance.

#### *BC Benefits — Post Secondary Division*

Institution Based Training (IBT) funding provides access to personal and academic supports for BC Benefits students at 18 post-secondary institutions. Activities promoting multiculturalism supported either directly or indirectly through IBT funding include English Language Training (ELT) Combined Skills, First Nations access, and foreign credential assessment. Ongoing evaluation of multicultural needs provides direction for the development of IBT supports and activities.

#### *Safer Campuses Initiative*

The Post-Secondary Division has continued its work on the Safer Campuses Initiative. With support from the Ministry, twenty-four public post secondary institutions continue to develop and implement a broad range of initiatives to ensure more welcoming, safe and inclusive campuses for students, staff and faculty who are vulnerable to discrimination or harassment. A number of institutions implemented multicultural policies to embed the principles of the Safer Campuses Initiative into their institutional culture and to ensure accountability for inclusion at all levels. Diversity committees and task forces were coordinated in several institutions to ensure an ongoing, proactive

# Advanced Education, Training and Technology

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| *Reasonable Accommodation:*<br>Competencies addressed: Model and promote a work environment and practices that support the Human Rights Code and equity and diversity policies and procedures | All Ministry employees | Sponsored by MAETT | 3 participants |
| *Culturally Responsive Service Delivery:*<br>Competencies addressed: Deliver government programs and services in a manner that is sensitive and responsive to the multicultural reality of BC, and thereby meeting the requirements of the *Multiculturalism Act.* | All Ministry staff | Sponsored by MAETT | 16 participants |

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## Advanced Education, Training and Technology

approach to the promotion of inclusion and the reduction of barriers to an equitable studying and working environment.

This past year, through the Centre for Curriculum, Transfer and Technology, the Ministry (MAETT) provided a $150,000 grant program to enhance the Safer Campuses Initiative activities of post-secondary educational institutions. The Ministry provided an additional amount of $90,000 for provincial activities to improve skills and awareness regarding ways to create inclusive, educational environments. The Safer Campuses Initiative was introduced by the Ministry in the mid-1990s as a response to growing public awareness that women and other traditionally under represented groups were experiencing fears of physical and psychological violence while pursuing post-secondary education.

### *New Program Review Process*

Educational approval for new non-degree (certificate and diploma) programs at BC public post-secondary institutions is provided through the new program review process within the Ministry. Proposed new programs are reviewed by an internal committee, which looks at system coordination, institutional "fit" with existing programs/expertise, labour market information, financial implications/cost effectiveness, and overlap and duplication in the system. New program proposals are expected to include a description of how the curriculum reflects diversity; accessibility to equity groups; and provides students with an awareness of and an ability to operate in an international context, e.g. cross-cultural communication skills, and international business practices.

### *Distributed Learning*

"Distributed Learning" is an approach to education and training that blends suitable educational technologies with campus-based delivery, open learning systems, and distance education. The approach gives instructors the flexibility to customize learning environments to meet the needs of diverse student populations, while aiming to provide both high-quality and cost-effective learning opportunities.

A number of initiatives related to the growth of distributed learning are currently in place in the province, including: alternative delivery for many university and college programs, Open Learning Agency programs, the Provincial Learning Network, the Centre for Curriculum, Transfer and Technology, and services provided by Community Skills Centres. MAETT, in partnership with BC's colleges and institutes, is currently developing an education technology policy framework.

### *Curriculum Materials*

The Centre for Curriculum, Transfer and Technology is a non-profit society funded by the Ministry of Advanced Education, Training and Technology (MAETT). The Centre's diversity, inclusion and internationalization curriculum products have been developed in partnership with MAETT and the province's post-secondary education institutions as well as with the public and private sectors. Products include handbooks, curriculum outlines, annotated bibliographies and learning resource material. For abstracts and ordering information on these diversity, inclusion and internationalization products, visit the Centre's Web site at http://www.ctt.bc.ca/curric/diversity/index.html

### *English Language Training*

English Language Training (ELT) programs are offered at 17 public post-secondary institutions across British Columbia enabling many British Columbians to participate more fully in Canadian society and to access training programs and employment opportunities. Programs range from ELT Literacy for learners who are not literate in their first language to Academic ELT for learners who are entering university programs. ELT Combined Skills programs integrate language skills with job specific skills for a variety of occupations. For learners who already possess specific job skills there are Vocational ELT programs. Programs are offered through a variety of delivery methods. Some institutions offer ELT Outreach, which provides community-based ELT. There is a growing interest in the use of computers and the Internet in ELT. The Open Learning Agency offers ELT via telephone tutors and has a telecourse for intermediate ELT learners.

### *Adult Literacy Cost-Shared Program*

This program is a federal-provincial partnership between the National Literacy Secretariat of Human Resources Development Canada and the BC Ministry of Advanced Education, Training and Technology. Grants are given on an annual basis for community adult literacy activities to Anglophone, Francophone and Aboriginal groups in partnership with the Open Learning Agency or a community college.

### *Partnership Initiatives with Aboriginal Organizations*

The Ministry of Advanced Education, Training and Technology supports a number of Aboriginal program initiatives that enhance learner transition and recruitment into post-secondary education and training and the development of relevant Aboriginal programming for all learners. Programs are offered through partnerships between Abo-

# Advanced Education, Training and Technology

riginal organizations (private Aboriginal post-secondary institutions, tribal councils, band and organizations) and the public post-secondary institutions and include a range of programs from Adult Basic Education to University Transfer programs. Curriculum and cultural awareness activities, staff training, and development of Aboriginal resources are underway as well as training for capacity building in anticipation of treaty settlements. In addition, the Ministry provides funding for Aboriginal coordinators for each of the college and institutes and agencies to support Aboriginal learners in the post secondary education system. Nicola Valley Institute of Technology and the Institute of Indigenous Government are Aboriginal public post-secondary institutions supported by the Ministry that both reflect Aboriginal philosophy, values and experience in post secondary education and provide training opportunities relevant to Aboriginal peoples.

### *International Education*

International Education, a key component of Charting a New Course, creates opportunities for British Columbians to develop international knowledge, skills and abilities, in order to compete in a global marketplace. Through a variety of strategic initiatives, International Education establishes and strengthens connections in education, government and industry around the world. The presence and participation of international students in BC classrooms helps to enrich the learning environment, enhances the educational experience of all students, and contributes to the social and economic development of BC communities. The total economic impact of International Education in British Columbia is currently estimated to be between $350-400M annually. In 1997/98, the last year for which accurate statistics are available, foreign students enrolled in BC's education system numbered 12,600.

### *International Credential Evaluation Service*

The International Credential Evaluation Service (ICES), partly funded by the Ministry of Advanced Education, Training and Technology, is offered by the Open Learning Agency. ICES provides assessments of education and training documents for professional occupations held by immigrants to Canada and by Canadians who have completed studies abroad. A variety of reports are issued to assist clients in accessing both employment and further post-secondary education and training.

Since its inception in January 1996, the services of ICES have been in great demand. From April 1, 1998 to March 31, 1999, ICES served 1,381 clients and completed 1,941 credential applications (as some individuals have more than one credential evaluated). Employers and other organizations have also recognized the value of ICES, and over 40 different professional organizations and post-secondary institutions now require an ICES evaluation of credentials obtained outside of BC or Canada.

### *Prior Learning Assessment*

Prior Learning Assessment (PLA) is assessment of an individual's demonstrated knowledge, skills, and abilities, regardless of where or how the learning occurred, for the purposes of granting credit at a post secondary institution. PLA continues to improve access to post secondary education for many learners who previously had difficulty receiving recognition in Canada for their knowledge and credentials. In 1998/99, the Ministry provided a total of $575,000 in PLA grants to 25 participating post secondary institutions, plus $210,000 for provincial training, coordination and resource development related to PLA and $195,000 for PLA Enhancement Project grants.

### *United World College Scholarship Program*

The United World College Scholarship Program, administered by the Student Services Branch, awards 14 scholarships annually to high school students with a high academic standing. These scholarships support a two year program, at a United World College, leading to the International Baccalaureate which is accepted by major international universities as equivalent to the final year of senior secondary school and the first year of university. The goal of the United World Colleges is for students to gain an understanding and appreciation of other cultures while allowing them to participate in a unique educational experience.

Of the 14 scholarships, worth $308,000, awarded in 1998/99, eight students attended the Lester B. Pearson College of the Pacific in Victoria, B. C., two students attended the Li Po Chun United World College of Hong Kong, two students attended the United World College of the Adriatic in Trieste, Italy and two students attended the United World College of the Atlantic in South Wales.

## F2 Skills Development Division

The Skills Development Division develops and delivers a number of training and employability programs for Youth Works clients and income assistance recipients including: specific programs directed at youth, Industry Training and Adjustment Programs and Vocational Rehabilitation Services. Although there are not any separate programs for individual equity groups, the specific needs of clients are taken into consideration in local service delivery. For example, interpreters are provided to overcome language difficulties encountered by those involved in Ministry programs.

# Advanced Education, Training and Technology

In the first seven months, income assistance recipients are in the Independent Job Search phase of Youth Works/Welfare to Work programs. In this phase, information kits that explain elements of the program are available in Chinese, Vietnamese, Punjabi and Spanish.

To assist Youth Works and income assistance recipients in finding employment, job search kits are available and provide information on job search, resume writing, and labour market information. All of these materials are available in Chinese, Vietnamese, Punjabi and Spanish.

For Phase 3 clients or those who have been on Youth Works or on income assistance for 9 months, Community Employment Training (CET) is available in most communities. The CET Program addresses community priorities and individual training needs. CET projects use an integrated approach to employment training that includes a combination of classroom and experiential learning. Projects typically focus on a group of clients with similar needs, providing a supportive and flexible training environment therefore meeting the needs of many equity group clients. Many of the CET programs are designed for underrepresented groups such as Aboriginal, youth or specific immigrant populations.

Workplace Based Training Program (WBT) involves a one-year work experience opportunity combined with a mix of formal and on-the-job workplace training for income assistance recipients. WBT has acknowledged the benefits in hiring and promoting visible minorities. As a consequence, the five major brokers delivering WBT on a regional basis all have equity targets for the designated equity groups. The equity breakdown of clients placed in 1998/99 was: 21 percent youth, 8 percent aboriginal, 3 percent persons with disabilities and 6 percent visible minorities. In addition, as a result of the April 1999 Request for Proposal Process, the Lower Mainland and Fraser Valley Regions will be seeking program services specific to the needs of visible minority clients. New contracts will be established in the fall of 1999. It is a also a program requirement that all brokers are responsible for placing clients in employment situations which meet all provincial human rights standards, including safety and equality.

The Province is providing English Language Training (ELT) in combination with job search skills to clients who may have language difficulties or barriers which prevent them from acquiring further training or employment.

### *Industry Training and Adjustment Programs (ITA)*

Programs that bring employers and employees together to protect jobs, improve training programs, and enhance competitiveness. ITA program coordinators work with businesses, workers, industry associations, unions and communities to establish strategies that anticipate and respond to changes in the workplace.

The Industry Training and Adjustment Programs have a number of programs for specific language groups.

### *Industrial Adjustment Service (IAS)*

Industrial Adjustment Services, through Job Clubs subcommittees, provides interpretation and translation services to workers so that they may access available programs and services. The Job Clubs may recommend language training where appropriate but do not provide training funds.

### *Youth Options BC Initiatives*

The *Student Summer Works Program* (SSWP) is an employment and training program for secondary and post-secondary students. It provides summer employment opportunities for students by reimbursing employers a portion of the students' wages. Of the 5,633 students participating in 1998 SSWP, 585 students responded positively to an optional question, which asks respondents if they are members of an equity group. Of these 585 students who were members of an equity group, 307 identified themselves as members of a visible minority and 164 identified themselves as aboriginal. Thus, at least 10% of the clients for SSWP were members of a visible minority; approximately 3% of those were aboriginal, corresponding with provincial averages.

*Youth Community Action* (YCA) provides youth aged 15 to 24 with work experience opportunities from which they receive credits toward tuition costs for post-secondary studies. The main objectives of the YCA program are to: increase the number of youths who complete their studies with work experience, encourage youths to complete high school and pursue post-secondary education or training and make post-secondary studies more affordable. In 1998/99 YCA had 90 aboriginal participants (6%) and 328 visible minority participants (23%) for a total of 418.

*Job Start* is one of the 12 employment programs of Youth Options BC, a government initiative to provide work experience opportunities and to improve access to post-secondary education for youth in British Columbia.

Job Start provides employment for youth who are not in school and who have little or no work experience. Job Start is designed to help youth gain work experience, while developing marketable skills and sound work habits needed to obtain long term employment.

# Advanced Education, Training and Technology

### *Aboriginal Youth Intern Positions Established*

Aboriginal Youth Intern Positions were established in four SDD regions with placement of participants anticipated in Spring/Summer 1999. The intent of this initiative is to increase the representation of aboriginal peoples in government by removing barriers that discourage their participation in the public service. Mentorship opportunities and community links are in the process of being established to support these new interns. SDD will undertake a formative evaluation of this initiative in 2000.

### *Enhancing Opportunities: Meeting the Employment Training Needs of Recent Immigrants to BC*

Skills Development Division is currently participating in a collaborative study. The purpose of this study is to develop an inventory of the services available to Immigrant people in the Lower Mainland and the Fraser Valley; and to make recommendations for their training and employment needs. A companion document, "The Poverty Study: The Incidence and Dynamics of Poverty among Immigrants and Refugees in BC," documents the scope and dynamics of poverty. It examines the successes and challenges faced by the population when seeking long term attachment to the labour market. SDD also participated in a recent case study of an Immigrant Women's cooperative which provided recommendations towards future policy.

## F3 Policy Services Division

The Policy Services Division of the Ministry of Advanced Education, Training and Technology provides corporate services to the Ministry in the areas of:

- policy, planning and legislation;
- federal/provincial relations;
- research, evaluation and accountability; and,
- disability issues.

Although the Policy Services Division has no direct program delivery responsibility, it provides leadership and support to program areas in general policy development and strategic planning. In this capacity, the Division guides policy and planning processes and ensures that they reflect the needs of a diverse student and client population served by post-secondary education and skills training programs and services. The Policy Services Division supports the integration of equity principles and practices that includes multiculturalism and disability issues.

## F4 Labour Market Development Agreement

In April 1997 the Province signed a Labour Market Development Agreement (LMDA) with the Federal government which provides for shared responsibility or "co-management" over active labour market programs available under the Employment Insurance Act. (Delivery responsibility remains with the Federal government.)

This Agreement has as one of its objectives that "equity principles with respect to the members of underrepresented groups will be respected in the design and delivery of programs and services." As well, the goal of programming is "to address employment concerns relating to occupational integration of underrepresented groups, and other client groups identified by Canada and British Columbia." The Agreement also calls for the development of sub-provincial plans in various communities throughout the Province. These plans should identify priority clients in various communities.

## F5 Industry Training and Apprenticeship Commission

The Industry Training and Apprenticeship Commission (ITAC) is a partnership of business, labour, education and training providers and government and represents an expanded, industry-driven and learner-centered system that fully integrates entry level trades training and apprenticeship into one system. One of the objectives of ITAC is to increase the participation of women, people with disabilities, aboriginal people and youth, older workers and members of racial minorities in designated trades and designated occupations. ITAC has created a number of standing committees and task groups including a Task Group for Under-Represented Groups, to carry out its mandate.

Some current initiatives include participation in an Inter-jurisdictional Steering Committee on Labour Market Issues for Immigrants to BC and work with the Canadian Labour Force Development Board on Aboriginal apprenticeship models and on prior learning assessment and recognition. ITAC's Task Group on Under-represented Groups also promotes and finances innovative pilot projects such as one which supported an Aboriginal women's construction skills training program at a small community in the northern interior and others designed to include a more representative range of British Columbians in all forms of work-based training.

# Advanced Education, Training and Technology

## MINISTRY OF ADVANCED EDUCATION, TRAINING AND TECHNOLOGY ACTION PLAN FOR 1999–2000

### Goal

- To promote multicultural policies as described in the *Multiculturalism Act* in the key areas of advanced education, skills development and technology.

### Strategies

- to enhance staff development related to policy and program delivery to all people in British Columbia
- to increase participation in employment, training and educational opportunities for groups that are historically underrepresented in the labour market and for people seeking re-entry into the workforce
- to plan for future multicultural initiatives to guide the Ministry in promoting multicultural policies and putting them into practice.

# Agriculture and Food

## EXECUTIVE SUMMARY

During fiscal 98/99 the Ministry of Agriculture and Food (MAF) continued in its commitment to multiculturalism, initiating a number of successful activities that assisted staff to better serve the public. The ministry regularly solicited input from its client communities throughout the province to ensure that the programs and services offered were responsible to their specific needs. MAF sought to increase awareness of multicultural issues by distributing materials promoting diversity; as well, staff were provided with training opportunities that encouraged them to build on their understanding and appreciation of cultural diversity and the elimination of racism.

Number of Full Time Equivalents (FTEs): During fiscal 98/99 MAF was assigned 408 FTEs.

## CORPORATE COMMITMENT

The ministry recognizes and values the presence of diversity in the communities it serves. The Ministry Executive endorses the principles of multiculturalism, notably:

- Promoting enhanced understanding and acceptance of cultural diversity amongst staff;
- Ensuring fairness and equity in programs and policies; and,
- Providing services of high quality, that meet client expectations, in a courteous and professional manner.
- Multiculturalism is the responsibility of the Director, Corporate Services; this position reports directly to the Deputy Minister.
- The Strategic Plan includes multiculturalism objectives.

## MINISTRY GOALS AND OBJECTIVES

The mission of MAF is to foster a competitive, economically viable and environmentally responsible agriculture and food industry. Over the past couple of years, MAF has re-evaluated its mandate resulting in transferring some services to industry, and consolidated its efforts around industry development and resource management.

Although the development of an agri-food policy will lead to new initiatives, it is not expected to change the ministry's strategic objectives. The primary outcome of the objectives has already shifted to job retention, job creating and industry investment. These are expected to be the key outcomes for the next several years.

The two strategic objectives largely complement the key strategies seen for industry success in the future.

## OUTREACH

During fiscal 1998/99 the following activities helped to promote multiculturalism:

- MAF offices throughout the province regularly received educational materials promoting awareness of cultural diversity, including posters and communiqués that drew attention to such events as Multiculturalism Week and the Day for the Elimination of Racism.

- The Communications Branch worked to ensure that all ministry public information and display materials reflected diversity.

- In response to the needs of their client communities, branches throughout the ministry developed plain-English publications and, where appropriate, translations of factsheets and newsletters.

- "Morning Line" (the ministry's electronic bulletin board) notices were posted on upcoming meetings and events sponsored by the BC Government's Visible Minority Employees' Association.

## REVIEW AND EVALUATION OF PROGRAMS, SERVICES, POLICIESS AND LEGISLATION

While no specific reviews of the ministry's programs, services, policies or legislation occurred, branches and divisions are required to identify quality improvement initiatives and opportunities to improve client service or product quality in their Annual Business Plan submissions.

## AWARENESS/EDUCATION SESSIONS

Initiatives undertaken during 1998/99 included:

- Representatives of Multiculturalism BC met with the Executive Committee to review the role of Multiculturalism BC and MAF's responsibilities under the *Multiculturalism Act*.

- A number of staff members attended Multiculturalism BC's one-day "Culturally Responsive Service Delivery" workshop, which assisted front-line staff to better serve a culturally diverse clientele.

- The ministry participated on the Interministerial Committee on Multiculturalism, which acts as a forum for multicultural issues and coordinates government initiatives on diversity.

# Agriculture and Food

## SIGNIFICANT CONTINUING PROGRAMS AND INITIATIVES

- The following programs and initiatives assisted the ministry to provide quality service to its client communities in fiscal 1998/99.

- A "sprayer tune-up" project, which provided information on both the set-up and calibration of pesticide application equipment, was offered in both English and Punjabi. In addition to providing valuable information to producers, this project also helped protect human health and the environment.

- Special measures were taken to encourage Indo-Canadians to participate in Tree Fruit Production Guide meetings.

- MAF berry newsletters, which include summaries of articles in Punjabi, were widely circulated.

- Mandarin and Punjabi editions of the "Pesticide Safety and Pest Management' manual were available to producers.

- The Agriculture Risk Management Branch offered Punjabi and Portuguese "Fact Sheets" on several of its programs.

- The ministry, on production of a news release in Punjabi on changes to Employment Standards Legislation to ensure Indo-Canadian agriculture workers and farmers, was aware of changes to the Act.

- The Personnel Office advertised a wide range of publications, articles and videos on all aspects of diversity.

- A Punjabi-language version of the video "A Grower's Guide to Pruning Highbush Blueberries" (produced by the ministry two years ago with financial assistance from Multiculturalism BC) continued to be available to producers.

- "Openness, trust receptiveness, understanding, concern for others, respect and honesty" are part of the "Values, Principles and Dynamics" of the 4-H Program. Specific 4-H events, such as Provincial 4-H Club Week and Youth Action, emphasized these values to the membership.

- Throughout the ministry, consultation with local communities was ongoing to ensure equitable access to services and programs.

## 1999/2000 MULTICULTURALISM ACTION PLAN: April 1, 1999 – March 31, 2000

- Consult with client communities for feedback on ministry policies, programs and services;

- Promote multiculturalism through the distribution of articles, clippings of interest and posters for display. Utilize ministry Intranet, when available;

- Recognize and promote The Day for the Elimination of Racism and Multiculturalism Week;

- Where feasible, ensure that public information and display materials reflect diversity;

- Support related staff training and awareness sessions, budget permitting;

- Take into consideration that appointments to Agencies, Boards and Commissions should reflect the cultural diversity of the clients and communities being served;

- Participate on the Inter-Ministerial Multiculturalism committee;

- Offer translated articles, fact sheets and other publications to the public, as required;

- Address corporate goals and objectives regarding multiculturalism, along with other programs associated with diversity issues, in ministry strategic plans and annual business plans.

# Attorney General

## EXECUTIVE SUMMARY

The Ministry of Attorney General's 1998/99 Annual Report on Multiculturalism captures activities aimed at achieving the goals of the *Multiculturalism Act* from April 1, 1998 to March 31, 1999. In addition to providing many services and programs, the ministry continues to devote considerable resources towards promoting the principles of the *Multiculturalism Act*.

The Ministry's Equity and Diversity Strategic Plan (1998-2001) and the accompanying draft equity and diversity business plan (1999/2000) support the goals of multiculturalism. Uniquely, the plan incorporates the concept of service equity: delivering responsive services to a diverse population, with the more familiar goals of employment equity.

The ministry also undertook a significant initiative with respect to mentoring. Multiculturalism and Immigration Branch, together with the Executive Sponsor for Equity and Diversity, developed and implemented a mentoring pilot that established partnerships between members of visible minority community groups and staff of Multiculturalism and Immigration Branch. A goal of the pilot is to establish an outreach mechanism to foster understanding among the visible minority population of career opportunities in government. In addition, the pilot provides an opportunity for the ministry to learn how it could improve its hiring and retention of visible minority persons.

As one of the many activities it undertook to ensure the effective identification, investigation and prosecution of crimes motivated by hate, the Hate Crime Team worked with Multiculturalism BC to assist communities to develop responses to deal with racism. The Hate Crime Team continued the work begun in 1997 recording an increase in the number of incidents reported to police as well as a rise in the number of related criminal charges laid.

## CORPORATE COMMITMENT

The Ministry of Attorney General's commitment to the principles expressed in the *Multiculturalism Act* includes both delivering culturally responsive services and creating and supporting a diverse workforce. The ministry continues to work towards multiculturalism through its vision statement, which recognizes the importance of diverse cultures. Commitment is also demonstrated through the funding and delivery of services designed to meet the needs of our culturally diverse population.

The ministry's commitment to build a diverse workforce is indicated most notably in the joint strategies of the Ministry Equity and Diversity Committee and the Supportive Workplace Committee, a sub-committee of the ministry's Executive Committee. Corporate support for multiculturalism is reflected in both employment equity initiatives and the expectation that all employees will act in a way which demonstrates respect for all individuals regardless of racial or ethnic background, gender or disability. To support the ministry's goals, an Equity and Diversity Strategic Plan (1998-2001) has been developed. In the past year, a draft equity and diversity business plan has been created for activities planned for FY 1999/2000.

The ministry continued to co-chair the Federal-Provincial-Territorial (FPT) Working Group on Diversity, Equality and Justice. Legislative reforms were put forward by the Attorney General to the federal Minister of Justice in June, 1998 (More details of these proposed reforms are outlined in the section "Program, Policy and Legislative Reviews"). The working group subsequently reviewed the proposals which were then brought forward to Deputy Ministers and finally endorsed at the October 1998 meeting of FPT Ministers responsible for Justice.

During the period of this report, considerable progress was also achieved in the development of the Integrated Diversity and Equality Analysis System (IDEAS), a tool to assist policy-makers in all jurisdictions across Canada in identifying the implications of proposed changes to laws, policies and programs for members of minority groups who historically have been disadvantaged in their dealings with the justice system. Completion of this tool is anticipated in the new year.

## GOALS AND OBJECTIVES

The Ministry of Attorney General is responsible for the administration and delivery of justice services in the province. In addition, the Minister is responsible for human rights, multiculturalism and immigration, and a number of regulatory functions involving consumer services, land titles and liquor control and licensing. The ministry's mission includes protecting the safety and security of all British Columbians while its vision statement speaks to valuing and respecting diverse cultures.

The ministry's strategic plan also includes the specific goal of "protecting the rights of all members of society, particularly those who are more vulnerable." To accomplish this goal a number of strategies have been developed in relation to multiculturalism, including:

- establishing and implementing more effective multiculturalism and anti-racism policies, programs and services;
- supporting the effective and efficient enforcement of the *Human Rights Code;* and,
- improving the delivery of immigration settlement programs.

The ministry continues its commitment to providing fair and equitable access to the justice system and to ensuring that the justice system is responsive to the needs of the diverse population of British Columbia.

## STRUCTURE, ADMINISTRATION AND INCORPORATION OF MULTICULTURALISM

### Provincial

Across the provincial government, the ministry continued to take the lead on the Inter-ministerial Committee on Multiculturalism. The chair of the committee is the Director of Multiculturalism BC. In the fall of 1998, Multiculturalism BC undertook an assessment and analysis of the progress and implementation of the *Multiculturalism Act* by ministries and Crown corporations. The review was based on annual reports of government's actions required by the *Multiculturalism Act,* from 1996 through 1998. Results are still being compiled and will be captured in next year's multiculturalism report. The mandate of Multiculturalism BC includes facilitating cross-cultural understanding and supporting anti-racist activities. To this end, they assisted several communities to develop a local response to address racism and hate activities. They developed a video, "The Courage to Stand," that documents BC communities' efforts to organize against hate activities.

### Ministry

The ministry undertook a number of actions to address equity issues on a broader basis. In 1998/99, 36 employees participated in relevant training through attendance at the "Culturally Responsive Service Delivery" course. The ministry also published and distributed the "Manager's Guide to Equity and Diversity." Finally, branches have prepared implementation strategies for achieving their own equity targets as part of the Ministry's Equity and Diversity Strategic Plan.

The ministry took a bold step in outreach by developing and implementing a mentoring expansion pilot with the lead taken by Multiculturalism and Immigration Branch and the Executive Sponsor for Equity and Diversity. This pilot is intended to foster a better understanding of provincial government opportunities for visible minority persons interested in a career in the public service. It also presents a learning opportunity for the ministry to bridge its own knowledge gaps in terms of hiring and retaining visible minority persons. Eight partnerships with visible minority community group members are under way for a one year period ending March 31, 2000.

### Community Justice Branch

At the branch level, service delivery standards were developed for all victim services programs falling within the mandate of the Community Justice Branch. These standards require that all programs be accessible to those from diverse cultures. All training and coordination events developed by the Victim Services Division, such as the "Moving Coordination Forward" regional forums, contain a specific focus on inclusion of diverse cultures and on finding ways to better serve victims from diverse cultures. Staff have attended workshops on addressing multicultural issues and have continued to liaise with multicultural service agencies and advocacy groups in order to better serve victims from diverse cultures.

### Corrections Branch

The Corrections Branch has an Equity and Diversity Committee (EDC) that advises senior management on issues related to diversity in the workplace. The EDC also advises on programs to promote employment equity among all staff including women, aboriginals, people with disabilities and visible minorities. The membership of the EDC reflects the diversity of staff at all levels of the branch and also has broad regional representation. A senior branch manager chairs the committee. Expected outcomes from the work of the Equity and Diversity Committee which complement multiculturalism are:

- greater staff awareness of employment equity issues, and
- progress in achieving diversity in the Corrections workplace.

A priority of the Corrections Branch is to promote equity and diversity as mandated by the *BC Public Service Act,* the *Multiculturalism Act,* the provincial government's Employment Equity Directive, and federal and provincial human rights legislation. The Corrections Branch has implemented a standard exit interview for employees who are ending their employment with the branch. Results from these interviews are compiled and analyzed to identify common barriers to employment in the workplace and will shed light on particular barriers faced by ethno-cultural minorities. Senior Management Committee is advised on measures to address such barriers.

# Attorney General

The Corrections Branch also has established initiatives to meet the needs of clients who are members of ethno-cultural or visible minority communities. These initiatives include staff training and new approaches that better serve clients who do not speak English. Staff are encouraged to participate in cross-cultural opportunities to help them understand the customs of local communities. In addition, cultural diversity training is provided to all new recruits through the Employment Readiness Programs of the Corrections and Community Justice Division, Justice Institute of BC.

### Criminal Justice Branch

The Criminal Justice Branch has developed a comprehensive draft equity and diversity implementation strategy. A detailed work plan is in place that includes recruitment and retention activities as well as service equity initiatives.

### Public Safety and Regulatory Branch

In the Security Programs Division of the Public Safety and Regulatory Branch, recruitment strategies have resulted in the ability to respond or offer assistance in Cantonese, Mandarin, Punjabi and French. In the Film Classification Division of the branch, of the 16 staff in 1998/99, 18.8% were members of visible minorities or aboriginal. Two staff attended the "Culturally Responsive Service Delivery" workshop during this fiscal year.

The Provincial Committee on Diversity and Policing, which is chaired by the branch, has taken significant steps toward assisting municipal police agencies to develop strategies and programs that will improve both police responsiveness and cultural representation in the agencies. Some of these steps include the development of harassment policies and training for officers and staff, along with the establishment of ethnic liaison units, hate crime teams and diversity advisory committees in the larger departments.

Also, the BC Coroners Service, an independent agency of government with which the branch works closely, has developed a code of ethics that includes performing duties and responsibilities without fear of prejudice against, or bias towards any person or organization. Coroners shall perform their duties with respect for and consideration of the views and religious beliefs of the deceased or next of kin. Recruitment standards were reviewed and revised to encourage representation from all members of society. Three visible minority and one aboriginal staff comprise 10.5% of the 38 staff employed with the Coroners Service.

## PROGRAMS: MULTICULTURALISM, CULTURAL DIVERSITY, CULTURAL SENSITIVITY & ANTI-RACISM

### Community Justice Branch

The Community Justice Branch continued to support several programs and initiatives to reduce crime and violence and promote diversity. All Together Now! is an elementary school-based prevention and early intervention project designed to address youth crime and violence in culturally-diverse settings by breaking down barriers and developing resiliency in at-risk children and youth. All Together Now! encourages children to develop and organize community projects and events within their schools and neighbourhoods. The Safe School/Safe Communities initiative encourages social and community development and promotes diversity and the prevention of crime and violence across BC. Similarly, the BC Safe School Centre is committed to enhancing the safety and security of schools and communities across BC by providing strategies and resources that prevent harassment and racism.

As an interactive youth workshop, 841-KOZ, explores the issues around diversity, racism and hate and promotes options for preventing youth violence, victimization and racism. Workshops are supported by the *Taking a Stand Tool Kit*, a resource that helps to guide youth in the development of their own crime and violence prevention projects. Youth Action Teams are groups of youth in over 60 BC communities that develop and coordinate neighbourhood crime, violence and racism prevention projects with assistance from Community Programs Division's regional youth coordinators.

Also within the Community Justice Branch, various victim services funded by the Victim Services Division focus activities on better serving victims from diverse cultures, including anti-racism workshops and fair hiring practices

### Court Services Branch

Interpretive services are provided by the ministry for many clients accessing justice services. For example, in the Court Services Branch, interpreters are provided as required for all criminal and family court cases. The branch spent $996,485 on interpretation services in 1998/99. Also, space is provided to many multicultural support agencies in court facilities around the province, for example, groups serving Aboriginal clients in Prince George and groups serving Vietnamese, Chinese (Cantonese dialect) and Spanish-speaking clients at 222 Main Street, Vancouver. Court Services staff who are fluent in other languages regularly assist lay litigants.

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## Attorney General

### Corrections Branch

The ministry continued to expand its services to meet the needs of its culturally diverse client groups. The Corrections Branch is a partner in culturally specific programs for assaultive husbands. These programs reflect the language and traditions of the communities involved. Interpretation services are offered by staff and bilingual members from the local community to meet the needs of a linguistically diverse client base in the Lower Mainland. Family Justice Services Division of the Corrections Branch contracts community agencies to deliver services and information about child custody, access, guardianship and support to a range of ethno-cultural and linguistic groups. For the first time, Parenting After Separation (PAS) programs were offered through the Law Courts Education Society in Punjabi and Hindi, and a program in Cantonese is scheduled for 1999. PAS programs help families adjust to the challenges of separation and divorce. The free program is offered as a three-hour information session for parents to help adjust to separation. They also find out about alternatives to the court process like conciliation and mediation.

A variety of programs also operate in correctional centres to respond to the needs and interests of aboriginal inmates. Similarly, Corrections Branch policy allows minority cultural practices (e.g. diet, dress) unless these practices pose a health or safety risk. Also, correctional centre chaplains arrange for religious services by spiritual leaders from various faith communities. Depending on demand, these services may be regularly scheduled or provided as needed.

### Public Safety and Regulatory Branch

The Film Classification Office of the Public Safety and Regulatory Branch provides interpretation services in many languages including Cantonese, Mandarin, German, French, Japanese, Hungarian and Italian. Where staff cannot assist with interpretation, Film Classification contracts out the service to translation companies.

### Law Courts Education Society

Collaboration and partnership continues with the Law Courts Education Society, which receives significant funding from the ministry. The Law Courts Education Society delivers a number of programs designed to provide information to people of diverse cultures and educate them on the justice system and various court processes in the province. The society directly addresses the needs of ethno-cultural minority communities through their Immigrant and Cultural Minorities program. The Court Information Program for Immigrants provides information and referral on court structure and procedure to Chinese, Vietnamese, Hispanic, and South Asian immigrants and refugees appearing in several lower mainland courts as accused, victims, witnesses or parties involved in a civil suit. The primary objective of the program is to eliminate language and cultural barriers and to enhance access to courts and to justice for immigrants and refugees.

During fiscal year 1998/99, community workers provided 5,349 separate services to 3,477 clients. The breakdown per community is as follows:

| | NO. OF CLIENTS | NO. OF SERVICES |
|---|---|---|
| Chinese | 695 | 844 |
| Vietnamese | 987 | 1104 |
| South Asian | 720 | 1026 |
| Spanish | 1075 | 2375 |

During the past year, the Society organized eight cultural diversity awareness programs in courthouses and provided training for Justices of the Peace. The Society also organized specialized, three-day workshops for English as Second Language students in six lower mainland school districts. This program provides an introduction to the BC legal system for immigrant youth learning English. The Society has partnerships with 16 immigrant-serving agencies and numerous adult English as a Second Language Colleges and programs to deliver public legal education and courtwatching programs. Over 170 groups involving over 3300 immigrants participated in public legal education and courtwatching in courthouses throughout BC. Last year, the main ESL textbook for colleges, "Learning About the Law," was reprinted and expanded to include information on the new federal Child Support Guidelines and on human rights.

As noted above, the Society developed and implemented specialized Parenting After Separation programs for the South Asian and Chinese communities and organized community partnerships to deliver the program. The Society and the Ministry have won an international award—the Irwin Cantor award for Program Innovation—from the Association of Family and Conciliation Courts for this programming.

## PROGRAM, POLICY OR LEGISLATION REVIEWS

### Ministry

The following is a brief summary of the significant reviews undertaken by the Ministry of Attorney General to achieve the goals of multiculturalism. Of particular note are the efforts of the Attorney General in lobbying the federal gov-

## Attorney General

### Corrections Branch

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## PROGRAM, POLICY OR LEGISLATION REVIEWS

### Ministry

The following is a brief summary of the significant reviews undertaken by the Ministry of Attorney General to achieve the goals of multiculturalism. Of particular note are the efforts of the Attorney General in lobbying the federal gov-

# Attorney General

ernment for better laws to support the work of police and Crown counsel in dealing with hate/bias crime. Three recommendations were put forward by the Minister:

- to make the possession of hate propaganda for the purpose of distributing it a *Criminal Code* offence;
- to bring propaganda provisions into line with our values regarding diversity; and,
- to reform the *Criminal Code* to keep pace with technology, specifically, the Internet.

The recommendations were unanimously accepted at the meeting of the Federal-Provincial-Territorial Ministers responsible for Justice in October, 1998.

As noted earlier, the ministry continues to co-chair the FPT working group responsible for the development of the IDEAS tool for policy makers.

The Ministry of Attorney General Sexual Assault Policy, which is at the stage of final approval, takes into account the special needs of victims from diverse cultures, directing staff to make particular efforts to meet those needs. A consultation process was conducted with Aboriginal women as part of the policy development process. The policy balances speedy access to justice with concerns for the safety of women and provides for a more sensitive approach to the needs of people from diverse backgrounds. Under the scope of the ministry's Violence against Women in Relationships Policy, a police bulletin was developed which included information on how to respond to victims from diverse cultural communities, including information to increase police awareness of the importance of extended family relationships in some minority communities.

### Corrections Branch

A formal survey of correctional centre staff has been drafted and will begin to be implemented during 1999. This survey will help to identify barriers to employment and service equity. In addition to preparing an annual progress report on the implementation of the Corrections Branch Employment Equity Action Plan, multiculturalism activities are evaluated in annual and semi-annual progress reports on equity and diversity. Statistical information on the representation of designated employment equity groups within the Corrections Branch is compiled and reviewed by Senior Management committee on an annual basis.

Under contract with the Multiculturalism and Immigration Branch, the Corrections and Community Justice Division (Justice Institute of British Columbia) completed a study of cultural training in custody and community employment readiness programs. Surveys were conducted with staff from the lower mainland correctional centres and community corrections offices. A report from the study was published in September 1998, with recommendations for improving the multicultural and aboriginal components of employment readiness programs.

### Court Services Branch

The Court Services Branch is reviewing its interpreter program with a view to improving the provision of interpretation services.

## COMMUNICATIONS, OUTREACH AND EDUCATION

### Ministry

The ministry continued its commitment to addressing the problem of hate or bias-motivated crime, notably through the work of the Hate Crime Team. The mandate of the Hate Crime Team is to ensure the effective identification, investigation and prosecution of crimes motivated by hate. A number of activities were carried out to fulfill the team's mandate, including:

- members were involved in consultations with community groups and stakeholders,
- the team partnered with the ministry's youth drama group, TROO (Total Respect of Others) to make presentations to high school students,
- the team worked with Multiculturalism BC to assist several communities to develop community responses to organized racism and hate activities.
- development of a database for tracking and analyzing reported hate/bias incidents across the province. This project was initiated in 1998 with completion of the system scheduled for mid-1999.

In March, 1999, the ministry produced its first Hate Crime Team Status Report covering the period from its creation in April 1997 to December 1998. In this report, the Attorney General reiterated his commitment to eliminating hate and bias crimes in the province:

> *Hate motivated crime diminishes everyone in our society...Since the Hate Crime Team was formed, identification of hate crimes as well as investigation and enforcement has significantly improved in BC.*

Reporting of incidents to police was 168 in 1998 as compared to 131 in 1997. There were more related criminal charges laid in 1998 (46) than in 1997 (25).

### Community Justice Branch

Consistent with the work of the Hate Crime Team was the establishment of the Youth Against Violence Line. This is a toll-free violence and crime prevention telephone line offering youth a safe, confidential means to obtain help and information and to prevent crime and violence associated with racism. Callers receive direct assistance from police and others in the community.

Another means of education and outreach is through publications produced by the Residential Tenancy Office which makes its fact sheets and publications available in a variety of languages and, through multilingual Information Officers, has the ability to serve clients in 10 languages.

The public information booklet, "Speaking of Abuse," was also translated into seven languages, including French, Chinese, Punjabi, Spanish, Farsi, Russian, and Vietnamese. This booklet is for women who are victims of violence in relationships.

### Corrections Branch

Corrections Branch staff responded to requests to make presentations to various ethno-cultural community groups about corrections and family justice services.

### Criminal Justice Branch

Crown Counsel were kept apprised of the activities of the Hate Crime Team and hate/bias crime issues by the publication of an article in the Crown Counsel newsletter and by a presentation at the Crown Counsel Conference in Vancouver in the fall of 1998. Crown Counsel on the Hate Crime Team serve as a resource to prosecutors in the province to assist them in prosecutions related to hate and bias.

### Public Safety and Regulatory Branch

The ministry, through the Provincial Emergency Program, developed new multilingual versions of emergency public safety announcements for radio and television as part of British Columbia's Emergency Preparedness Week (May 4-10). These public safety announcements were produced in 10 languages (Cantonese, French, German, Japanese, Korean, Mandarin, Punjabi, Spanish, Vietnamese and English) and will ensure that many more British Columbians who live in an earthquake risk area receive essential information about how to prepare for and survive a major earthquake. Two pamphlets, "Flood Precautions for Homeowners" and "The Disaster Financial Assistance Program," have also been translated into a number of languages and have been distributed widely across the province.

### Law Courts Education Society

The Law Courts Education Society publishes community educational material in many languages. This fiscal year, the Society printed information on the new Child Support Guidelines in Spanish, Chinese, Punjabi, Vietnamese, and Farsi. They also reprinted an educational booklet, entitled "The BC Court System," in Korean as well as the "Handbook for Court Interpreters."

## OTHER SIGNIFICANT INITIATIVES AND ACTIVITIES

On behalf of the Corrections Branch, the Corrections and Community Justice Division of the Justice Institute of BC continues to undertake a number of recruitment and training activities to help the branch attract a workforce that is representative of the diverse population is served by the branch. The Corrections Branch has undertaken the following special actions to recruit members of designated groups:

- hiring a recruitment officer who will focus on attracting members of designated equity groups;
- inviting staff in local areas to actively encourage members of designated equity groups to apply for vacant positions; and
- targeting designated equity groups when recruiting staff for the opening of new adult custody facilities such as the Vancouver Jail, North Fraser Pretrial Centre and Okanagan Correctional Centre.

In addition, the Law Courts Education Society organized three public activities for multiculturalism week and numerous justice system orientation workshops for specialized immigrant service workers.

## ACTION PLAN FOR 1999-2000

The ministry's plans to achieve the goals of multiculturalism have been incorporated into our integrated Equity and Diversity initiative which has been referenced throughout our submission. This initiative integrates objectives, strategies and activities to achieve both employment equity and service equity for all British Columbians including ethno-cultural minority groups.

# BC Human Rights Commission

## EXECUTIVE SUMMARY

Through the *Human Rights Code* the BC Human Rights Commission is mandated to investigate human rights complaints, provide public education about human rights and responsibilities, and advocate social and legal change in the area of human rights. In order to fulfil the responsibilities outlined in the Code, the Commission realized that the development and implementation of a long-range plan was essential.

To that end, the Commission consulted with staff members, government officials, business leaders, labour representatives and community groups to determine which human rights areas were of greatest concern to them. In January 1999, after eight months of intensive consultation, the Commission released its five-year Strategic Plan to guide its activities through to 2003.

The Plan's overall objective is to help create a society where we all take responsibility to prevent and eliminate discrimination, and where all people are treated with dignity and respect. The Plan aims to achieve significant breakthroughs in removing barriers to full participation in society, and to expand the options available for resolving human rights disputes. It also intends to stimulate a variety of community-initiated human rights actions, and raise awareness of human rights and responsibilities through education and communication strategies.

In order to achieve these goals, the Commission defined specific programs areas: the Compliance Program; the Public Interest Program; the Education and Communication Program; and, the Corporate Services.

In order to monitor the effectiveness of the Strategic Plan the Commission developed an integrated set of performance measures called Critical Success Indicators. These indicators set out a series of quantifiable objectives the Commission hopes to achieve by 2003. For example, the Commission intends to increase youth understanding of human rights by 50%, and reduce racial barriers to employment in the provincial government by 100%. In total, there are 20 Critical Success Indicators.

Number of staff or Full Time Equivalents (FTE's): 49.7

## CORPORATE COMMITMENT AND IMPLEMENTATION

The BC Human Rights Commission receives it's mandate from the BC *Human Rights Code.* The Code prohibits many types of discrimination including discrimination based on race, colour, ancestry, place of origin and religion. Section 3 of the Code outlines the purposes of the Code and of the BC Human Rights Commission, which are:

a) to foster a society in British Columbia in which there are no impediments to full and free participation in the economic, social, political and cultural life of British Columbia;
b) to promote a climate of understanding and mutual respect where all are equal in dignity and rights;
c) to identify and eliminate persistent patterns of inequality associated with discrimination prohibited by this Code;
d) to identify and eliminate persistent patters of inequality associated with discrimination prohibited by this Code;
e) to provide a means of redress for those persons who are discriminated against contrary to the Code;
f) to monitor progress in achieving equality in British Columbia; and,
g) to create mechanisms for providing the information, education and advice necessary to achieve the purposes set out in paragraphs (a) to (f).

The BC Human Rights Commission strives to be a leader in fostering understanding and promoting equality. To that end, the Commission has developed and publicized a five-year strategic plan to ensure that not only do we meet our statutory requirements, but also break new ground in achieving equality in British Columbia. The Commission's five year Strategic Plan includes the following stated Vision, Mission and Values.

***Vision:*** We are committed to working with all British Columbians to create a society in which we all take responsibility to prevent and eliminate discrimination and in which all people are treated with dignity and respect.

***Mission:*** To be a leader in breaking new ground and stimulating significant change in achieve equality and eliminating discriminatory attitudes and practices. By 2003, we will:

- achieve significant breakthroughs in removing barriers to full participation society;
- improve the quality of and increase the choices available for resolving disputes through the Commission or other mechanisms;

- raise awareness and increase acceptance of human rights and responsibilities through education and communication; and,
- stimulate significant variety of community-initiated human rights actions and improvements.

***Values***

*Fight for Equality:* We believe in fairness and equality for all. At every opportunity we advocate for the elimination of barriers to full participation in every aspect of life.

*Taking Responsibility:* We believe that all British Columbians have a responsibility to identify and eliminate discrimination. We will work with and encourage individuals, organizations and communities to promote and create equality.

*Education and Communication:* We believe that education is essential to prevent and eliminate discrimination. We will develop educational initiatives for children, youth and adults that create and reinforce attitudes and behaviours that reflect equality.

*Strategic Focus:* We believe in concentrating our energy and resources to create the most meaningful impact in eliminating discrimination. We will identify and pursue the most effective strategic approaches for achieving equality and eliminating persistent patterns of discrimination.

*Leading by Example:* We believe we must reflect the principles of fairness, equality, efficiency, effectiveness and diversity in our leadership, service provisions, and employment practices. We will reflect our values in our work and relationships with each other and those we serve.

The Commission reflects it's Vision, Mission and Values in all of it's program areas, projects, and new developments. The implementation of the five-year strategic plan is well underway, as outlined in the following projects and developments descriptions.

## Structural and Administrative Support for Multiculturalism

The Commission is made up of four program areas. Each program area works to ensure that multiculturalism is incorporated in all aspects of their operations, as outlined in the five-year strategic plan. The four program areas are as follows:

*Compliance Program:* Led by the Commissioner of Investigation and Mediation, the Compliance area is responsible for handling complaints under the Human Rights Code. Compliance staff provide referral, investigative and dispute resolution services for complaints of racial discrimination as well as complaints filed under the other protected grounds of discrimination covered by the Code. The Commissioner of Investigation and Mediation dismissed complaints or refers them to the Human Rights Tribunal for a hearing. In the past year, in response to concerns that complaints of racial discrimination are being dismissed in greater proportions than complaints filed under other grounds of discrimination, the Commission created a "Race Complaints Committee" to review the complaint handling process as it relates to complaints of racial discrimination. The role of the Race Complaints Committee is described in greater detail in Section E of this report. Through it's Dispute Resolution Design Project (also described in Section E), the Compliance program is working with stakeholders to improve it's complaint handling process and to be more accessible to all British Columbians.

*Education and Communication:* The Education and Communication Program advances the purposes of the Code through creative, innovative, and ongoing education and communication initiatives. The Education and Communication program works in partnership with other equality seeking groups to increase the breadth and scope of it's educational initiatives. In the past year, the Education program initiated a 50th Anniversary Steering Committee made up of representatives from both provincial and federal government agencies, including Multiculturalism BC. The Steering Committee co-ordinated a variety of educational programs to recognize the 50th anniversary of the Universal Declaration of Human Rights. As further described in Section C of this report, the steering committee was instrumental in creating a broader base of educational programs to commemorate this important anniversary.

*Corporate Services Program:* The Corporate Services Program provides the infrastructure to support all programs and initiatives undertaken by the Commission. In addition to ensuring the smooth operation of the Commission's financial services, budgeting, technical, and human resources, the Corporate Services program also advises the Commission on the development and implementation of employment equity planning for the Commission, and facilitates staff training and appropriate service delivery.

*Public Interest Program:* The Public Interest Program acts on behalf of the community at large to promote the purposes of the Code. Specifically, the Public Interest program initiates complaints of discrimination and becomes party to complaints of discrimination; promotes systemic responses to human rights issues and cases; intervenes before Tribunals and courts to promote a broad, purposive application of human rights law; and promotes special pro-

# BC Human Rights Commission

grams and employment equity. The Public Interest Program has the authority to approve special programs and employment equity plans.

All of the Commission's program areas report directly to the Chief Commissioner of the BC Human Rights Commission.

### Incorporation of Multiculturalism in Goals and Objectives

The Commission's five year strategic plan includes 20 Critical Success Indicators. These Indicators reflect the Commission's goals and accomplishments for the next five years and provide concrete measures to evaluate our progress. The following Critical Success Indicators highlight the Commission's commitment to multiculturalism.

By 2003, the Commission will, through partnerships with communities of interest and through it's legislated authority, achieve significant breakthroughs in removing barriers to full participation in society. Specifically the Commission will:

- increase public, children and youth understanding and acceptance of human rights by 50% over baseline
- reduce racial barriers to employment hiring, promotion and retention in the provincial government by improving the representation of visible minority employees by 100% of baseline.

While Multiculturalism permeates all of the Critical Success Indicators, the Commission has committed to increasing public awareness of human rights and responsibilities. Specifically, the Commission will, through partnerships with communities of interest:

- increase public, children and youth understanding and acceptance of human rights by 50% over baseline
- increase media partnerships promoting equality to four partnerships per year
- working with government to develop a process to apply a human rights lens to all legislation, improve government application of human rights lens to legislation, regulations and programs to 100%, by assessing complaints about legislation, regulations and programs against the human rights lens and increase the number of community initiatives with which the Commission has some catalyst role by 10 times over baseline
- through an increased public presence, stimulate a 10-fold increase in the number of community self-generated initiatives/events.

## COMMUNICATION ACTIVTIES

### Internally

1) During fiscal 1998/99 the Commission consulted extensively with staff in the development of it's five year strategic plan. The strategic plan clearly communicates the Commission's commitment to multiculturalism and equality. By involving staff in the development of the strategic plan, the Commission ensures that staff understand the strategic plan and their role in it's success.

2) The Commission acknowledges that the traditional handling of complaints alleging racial discrimination may not adequately address the problem of racism in British Columbia. To that end, the Commission has created a Race Complaints Committee that will consult with stakeholders to review the current legal framework and complaints handling processes to ensure that complaints of racial discrimination are dealt with fairly.

3) The Commission keeps a staff language database for better service to clients who's first language is not English. Commission staff can serve clients in a number of languages.

4) The Commission is developing an Employment Equity Plan to guide it's human resource planning over the next few years.

### Externally

Through it's educational programs, and through intervening in important cases, the Commission shows it's commitment to fostering a society in which there are no impediments to full and free participation. The following are some projects undertaken that publicly indicate the Commission's commitment to fostering a multicultural society:

1) Through the office of the Deputy Chief Commissioner, the Commission argued that members of the Sikh faith who wear turbans should be accommodated by the Department of Motor Vehicles' helmet law. In *Dhillon v. Ministry of Transportation* the Commission advanced the argument that the helmet law adversely effects Sikh's who wear turbans and that the Ministry discriminates by refusing to accommodate religious diversity. The Human Rights Tribunal found in favour of the Complainant.

2) Every August, the Commission funds the People's Law School to put on dramatizations of human rights complaints at the PNE. In 1998, the People's Law School focussed on racial discrimination, specifically in the

## BC Human Rights Commission

area of hate publications. The People's Law School provided a forum for the public to view a human rights hearing, to discuss the balance between the right to live free from discrimination and the right to freedom of expression, and to learn about the social impact of hate literature.

3) In honour of the International Day for the Elimination of Racial Discrimination, the Society for Community Development (SCD) held its inaugural "Tri-Cities Eracism Walk and Multicultural Celebration" on March 20, 1999, co-sponsored by the BC Human Rights Commission. Led by five First Nations drummers, over 350 people marched from Coquitlam City Hall to Douglas College to show their support for acceptance and equality. Human rights workshops offered a chance to explore the causes and appropriate responses to racism, and a public video room was set up for those who wished to watch anti-racism and multicultural films.

4) "Human Rights, My Rights: A Video for Aboriginal People" premiered at the Vancouver Aboriginal Friendship Centre on December 3, 1998. With funding from the B.C. Human Rights Commission, the video brings to life the human rights issues faced by aboriginal people and explains exactly what discrimination is. "Human Rights, My Rights" also advises viewers of their legal rights under existing human rights laws and provides information about what to do if they are discriminated against because of their ethnicity.

5) The Commission worked with the Coquitlam School District to develop an extensive human rights policy. On October 13, 1998, the Coquitlam School Board approved the Personal, Discriminatory and Sexual Harassment Policy. The Policy stipulates that new curricula and teaching materials should reflect the values of tolerance and equality, and calls for the development of a unit of study on the BC *Human Rights Code* for middle school students. Peer-support programs will be created, and the district's Student Leadership Council will be encouraged to develop student-focused initiatives around the policy. Counsellors and administrators will be educated about the importance of diversity and inclusiveness, and schools will be asked to submit yearly reports outlining how they have combatted discrimination. The policy was developed in consultation with parents, teachers, students, union representatives and government officials, who held over 70 hours of meetings to identify appropriate and effective strategies for eliminating discrimination in Coquitlam schools.

6) Through the Office of the Deputy Chief Commissioner, the Commission argued before the BC Human Rights Tribunal in the case of Abrams v. Collins and the North Shore News. The Commission successfully argued that four articles written by former North Shore News columnist Doug Collins had the cumulative effect of exposing Jewish people to hatred and contempt. The decision provides guidance for the future application of Section 7(1)(b) of the B.C. Human Rights Code, which prohibits publications that are likely to expose a person or group of people to hatred or contempt because of race, religion, ancestry or other named grounds.

7) B.C. Human Rights Commission made a submission to the Special Project on the Representation of Visible Minorities in Public Sector Employment. The Commission expressed concern about the persistent pattern of low representation of visible minority people at all levels within the provincial public service of B.C. Through it's strategic plan, the Commission has committed to improve this picture over the next five years.

8) One of the activities of the 50th Anniversary Steering Committee (as described above), included "Youth Awareness in Action". This project provided youth the opportunity to explore human rights issues, as outlined in the Universal Declaration of Human Rights, through visual and language arts projects. "Youth Awareness in Action" culminated in a two-day youth forum, where over 200 youth attended various workshops, such as "Hate! Not in our Schools," "Discrimination in the Media," and "Hate Speech v. Free Speech."

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# BC Human Rights Commission

## STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPT/BRANCH | NUMBER OF PARTICIPANTS AND SESSIONS |
|---|---|---|---|
| Identifying and investigating complaints of Systemic Discrimination (including complaints alleging racial discrimination) | Human Rights Officers and Complaints Analysts | Compliance Program | 4 sessions<br>20 participants |

The Commission provides ongoing information to staff regarding multiculturalism and racial discrimination. Specifically, compliance staff and management are routinely updated on current case law and legal developments in the area of racial discrimination. In addition, Commission staff meetings are frequently used as an opportunity to inform staff of the work of equality-seeking community organizations and advocacy groups. In March 1999, the Commission staff invited the Progressive Intercultural Society to make a presentation about their organization and their work to all Commission staff.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

### Race Complaints Committee

The Commission has established an internal committee, made up of staff representing each program area, a representative from Multiculturalism BC, and of representatives from the community. The Committee has been established in response to concerns raised that complaints alleging race discrimination are dismissed by the Commission in higher proportions than complaints alleging other grounds of discrimination. To date, the Committee has interviewed Human Rights Officers, Complaints Analysts, Investigation Managers, and community members about the handling of this specific type of complaint. The Committee is also examining specific complaints, and the legal framework that contributes to the dismissal of a greater portion race complaints.

The Committee reports it's findings directly to the Chief Commissioner.

### Expedited Decision Pilot Project

The Commission has embarked on a pilot project to expedite the traditional investigative process used to handle human rights complaints. This process can potentially provide a faster resolution to human rights complaints and provides an alternative process to accommodate different cultural models of dispute resolution.

### Aboriginal Outreach Project

The BC Human Rights Commission recognizes that it's services, and it's complaint handling process may be a factor in the low number of cases filed by aboriginal people.

The BC Human Rights Commission and the Canadian Human Rights Commission are establishing a steering committee comprised of government officials and representatives of umbrella Aboriginal organizations. The purpose of the Steering Committee is twofold: to devise and implement strategies for eliminating the systemic discrimination faced by First Nations people; and, to assist the Commissions in developing services and complaint handling processes that are responsive and accessible to First Nations people.

### Dispute Resolution Design Project

This project undertakes a thorough review of the current complaint process to see how it can be streamlined, simplified and improved. The Design Project includes extensive consultation with all of the Commission's stakeholders including government, community organizations, the Legal and Respondent Community and staff of the Commission. The Project's purpose is to foster innovative dispute resolution techniques and increase choices for how human rights disputes can be resolved. The project design parameters include accessibility to BC's various cultural communities.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

In addition to the projects that are underway as outlined in Section E, the Commission has the following activities ongoing:

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| Visual and Language Arts Project, 1999 | Education and Communication | May 1999 – December 10, 1999 | Periodic review of project planning by Manager of Education |
| Development of Racism Fact sheet | Education and Communication | To be published in Spring 1999 | Feedback from Community |
| Deputy Chief Commissioner participating in cases addressing racial Discrimination | Public Interest Program | Ongoing | Review of success of cases and of remedies awarded. |
| March 21, 2000 Celebration | Education and Communication | March 2000 | |

## ACTION PLAN FOR 1999–2000

1) The Commission will develop an Employment Equity Plan.

2) The Commission's Education and Communication Program will work with other school districts to encourage them to adopt similar human rights policies as outlined by the Coquitlam School District's Personal, Discriminatory and Sexual Harassment Policy.

3) The Commission's Education and Communication Program will develop and make available the resources and tools to assist in human rights education and the resolution of human rights issues at the community level (e.g. "Train the Trainer programs," human rights information sheets). The Program will also continue to support community initiated human rights projects.

4) In addition to the Strategic Directions, the Public Interest Program has made a priority of dealing with issues of employment equity in large employers, discrimination in employment for new immigrants, and racism in housing. The Public Interest Program considers these issues as strategic priorities in determining which cases to intervene in.

5) During fiscal 2000, the Compliance Area Program will receive recommendations from the Expedited Decision Pilot Project, the Dispute Resolution Design Project, and the Race Complaints Committee. The Commission anticipates implementing these recommendations during fiscal 2000.

# BC Human Rights Commission

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## BC Human Rights Commission

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5) During fiscal 2000, the Compliance Area Program will receive recommendations from the Expedited Decision Pilot Project, the Dispute Resolution Design Project, and the Race Complaints Committee. The Commission anticipates implementing these recommendations during fiscal 2000.

# Children and Families

## EXECUTIVE SUMMARY

The many activities described in the following pages demonstrate the approach the Ministry for Children and Families has taken in fulfilling its obligations as described in the *Multiculturalism Act* (1993) of British Columbia.

Respect for the multicultural heritage of BC; cross-cultural understanding; the elimination of racism; and the full and free participation of all British Columbians in the social, economic, cultural and political life of the province—these have been our guiding principles in planning, implementing, and accomplishing our goals over the past year.

***Main highlights of activity include:***

- 'Diversity Guidelines' and a 'Cultural Competency Framework' have been shared with all staff via the ministry's internal electronic bulletin board; and to the public via the ministry's internet site (also linked to the Public Service Employee Relations Commission - PSERC Equity & Diversity site).
- Worked with the Vancouver based Ethnocultural Advisory Committee; our opportunity to provide true accountability to communities through a community based committee.
- Development of a volunteer language services which includes over 200 staff who can assist other staff and clients with over 50 different languages.
- Establishment of an electronic e-Advisory distribution list which includes both the Headquarters' Executive and Regional Executive.
- Cultural Competency is now clearly recognized as a factor for the funded contract sector as part of the Contract Reform Project.

Although a solid foundation has been built over the past year, the Ministry for Children and Families acknowledges the long road ahead in creating a high-functioning, culturally competent organization that reflects the intent of the legislation, and reflects the diversity of the province's population and the Ministry's clients.

Eradicating racism, requires a willingness and a determination of all members of an organization to enter a highly personal battleground that involves tremendous introspection. Much more so than has traditionally been expected of employees. The Deputy Minister has set the tone in the past year, and communicated the message that ELIMINATING RACISM is one of our high-placed organizational goals. While we have made some progress in 1998/99, in the year 1999/2000 we intend to aim ever higher.

## CORPORATE COMMITMENT AND IMPLEMENTATION

Executive commitment to multiculturalism has been clearly attributed as part of the ministry's 15 Strategic Priorities, as well as in the 'Cultural Competency Framework' and the 'Diversity Guidelines'. All of these documents have been placed on the MCF public internet site as guiding principles demonstrating commitment to multiculturalism.

The Diversity Advisor Responsible for Multiculturalism reports directly to the Assistant Deputy Minister of Management Services Division. The Diversity Advisor is responsible for maintaining an e-mail distribution of executive and regional members to share diversity related information. The Deputy Minister has been involved in this information sharing forum and sends periodic messages to all staff to celebrate the ministry's diversity.

The Vancouver Ethnocultural Advisory Committee (VEAC), developed with a strong community representation, is co-chaired by the Vancouver Regional Executive Director (RED). The Committee has addressed the Regional Executive Committee, which consists of all REDs, to promote cultural competency. The ADM Management Service works with the committee to seek advice related to MCF organizational cultural competency goals.

Two Regions, Thompson/Cariboo and Central/Upper Island, have begun to work with the Diversity Advisor and the Director of the Multiculturalism BC office to develop a tailored regional approach to creating a Cultural Competency committee similar to the successful Vancouver Ethnocultural Advisory Committee. Planning meetings have begun to ensure community involvement

- 'Demonstrated Commitment to Multiculturalism and Diversity' is an integral competency that has been incorporated in the development of a high-level document outlining senior management competencies. The objective of the document is to identify the skills, knowledge and abilities that are required by management to create a culturally competent organization. Senior manager's performance will be measured against the competencies in future.
- As evidenced by the large number of unplanned initiatives undertaken (listed in Section F), the Ministry actively seeks creative opportunities to incorporate Multiculturalism goals throughout branches in MCF.
- Each Regional Executive Director will be requested to include Multiculturalism goals in 1999/2000 as part of their Annual Letter of Expectations.

# Children and Families

## COMMUNICATION ACTIVITIES

Eight diversity-related e-mail notes were sent to all staff from the Deputy Minister. See Appendix A .

E-mail subjects:
- June 8, 1998: Call for volunteers for the MCF LANGUAGE list
- July 21, 1998: Thanking volunteers for tremendous response (2nd language skills)
- July 27, 1998: Promoting Diversity
- Sept 14, 1998: Promoting International Literacy Day and respectful client services
- Feb 18, 1999: Celebrating the Year of the Rabbit
- March 8, 1999: Celebrating International Women's Day
- March 16, 1999: Promoting March 21 events (Day for the Elimination of Racism)
- March 23, 1999: Promoting anti-racism

- In addition, 'Diversity Guidelines' and a 'Cultural Competency Framework' have been shared with all staff via the ministry's internal electronic bulletin board; and to the public via the ministry's internet site (also linked to the Public Service Employee Relations Commission - PSERC Equity & Diversity site).

- Developed two interim Multicultural reports that were shared within MCF and with Multiculturalism BC to promote and encourage the spirit of the legislation.

- Minister Lois Boone spoke with the Province and CKNW regarding needs of the lower mainland's Chinese community. Minister Boone indicated that an advisory committee would be established to improve communication and that the Ministry will provide videos in Cantonese and Mandarin, and special workshops, recruit Chinese foster parents, hire ethnic social workers, and look at the cultural appropriateness of the risk -assessment tools social workers now use.

- A Chinese Advisory Committee is being established to assist the Ministry with ensuring its programs are culturaly appropriate for the Canadian Chinese community.

## STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/BRANCH |
|---|---|---|
| Child Protection Training (cultural training component) | New Child Protection Staff | Prince George, Richmond, Vancouver Island, Lower Mainland, Cranbrook, Kamloops, Vancouver, Surrey |
| Valuing and Welcoming Diversity | Diversity Advisor<br>Mentoring Coordinator | Management Services Division |
| Culturally Responsive Service Delivery | Regional Staff | Victoria, Vancouver/Richmond, Nanaimo, Vernon, Kamloops, Langley, Kelowna, Victoria, Surrey, Campbell River, Prince George |
| Anti-Racism Workshop | Management Staff | Vancouver |

More than 400 existing and additional new staff received training sessions in culturally sensitive service delivery and anti-racism.

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# Children and Families

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

- Expectations of practice as determined by the *Child, Family and Community Services Act* are in accordance with the Multicultural Legislation. Reviewed by the Diversity Advisor and Manager of Child Protection, Policy & Standards.

- The Executive Diversity Sponsor has provided a staff person to work with the Vancouver Ethnocultural Advisory Committee to develop a cultural competency audit tool.

- The Nobody's Perfect parent program materials are available in Cantonese, Punjabi, Vietnamese and Spanish.

- The Westcoast Child Care Resource Centre which is funded by the Ministry provides the Westcoast Multicultural and Diversity services which supports quality, multiculturalism, and anti-bias early childhood education and school age care.

- The Contract Reform initiative has included cultural competency language and references on the advice of the community-based Vancouver Ethnocultural Advisory Committee.

- The Contract Reform initiative has included the 'cultural competency audit tool and framework' to the Contract Reform Implementation Protocol as one of the project commitments.

- The Contract Reform initiative is proposing that as a long term plan the Ministry may want to consider having the Rehabilitation Accreditation Commission (CARF) documents reviewed with the intent of eventually including changes to be made to the Canadian Edition (to reflect the language of cultural competency).

- The Contract Reform initiative is proposing a review of the mini-accreditation model (for contracts less than $350,000 ) and ensure that the cultural competency language is reflected in the Government Management Operations Policy (GMOP) organizational standards chapter 6.4.

- The Contract Reform initiative has included a reference to the *Multiculturalism Act*, 1993, as part of the contract template.

- A 1-800 number, 663-9999, has been in place since November 15, 1998, to respond to inquiries from prospective multicultural foster parents. This line is available in six languages (Spanish, Punjabi, Hindi, Cantonese, Mandarin, Vietnamese) as well as English.

- Advertisements have been placed in local ethnocultural press and radio stations, advertising for foster parents.

- Recruitment posters have been developed in Chinese and Punjabi.

- A recruitment brochure has also been developed in 5 languages.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

Status of Activities Planned for the 1998-99 Multiculturalism Annual Report

| ACTIVITY/INITIATIVE | DESCRIPTION | STATUS | BACKGROUND |
|---|---|---|---|
| Volunteer Language Services | Create a language list of staff with a second skills | Complete | A new language list (described as a 'best practice' by Multiculturalism BC) contains the names of over 200 MCF staff who have volunteered to offer their language skills to assist co-workers. These volunteers offer assistance in over 50 languages. The list is now electronically accessible on the mhr01 OV system. It was widely promoted within the ministry and has proven itself to be a valued tool. This list is used on average 38 times a month. |
| Staff e-mail Distribution List | Create a forum to speak to all MCF staff re: Multiculturalism issues | Complete | An all-staff e-mail distribution was created by the Personnel Branch to give the DM a means of communicating executive support for Multiculturalism (and E&D) issues. The distribution list is now regularly used for ministry-wide communication from the DM and other senior staff. |
| Establish an E-Advisors distribution list (including DM participation) | Create a communications medium for Multiculturalism | Complete | E-Advisors is an e-mail distribution network of regional contacts, the DM, and senior executives. It is being used as a forum to build awareness of Multiculturalism issues and action plan items and to develop an opportunity for dialogue with the Multiculturalism Advisor (E-chair of the forum). The e-advisors have widely disseminated six bulletins containing a variety of diversity related information. |
| Complete the Access 2000 training session for staff | Awareness building re: improved services to clients with hearing loss | Awaiting response from Royal Bank | MCF has offered a collaboration proposal to the Royal Bank of Canada to promote the national Access 2000 program to communicate a message to the hearing community about the needs of people/clients with hearing loss. The goal is to improve service delivery to members of the Deaf culture. |
| Intranet/Internet | Develop a Multicultural component to the MCF website | Complete | An E & D Intranet site containing a link to the Multicultural legislation was created by a cross-ministry committee chaired by the MCF Multiculturalism Advisor. The intranet site is now accessible to all government employees. On the public MCF Internet site, Multiculturalism has been added to the organization chart as a responsibility under the ADM, Management Services Division. The Diversity Guidelines and Cultural Competency Framework has been added to the site and widely publicized in MCF. |
| Additional Addiction Services | To ethnocultural communities | Ongoing | Each of six Vancouver Networks has a target/goal to hire additional addictions services (outpatient counselling) to non-english speaking clients in the community. I.e. Chinese (Mandarin/Cantonese); South Asian (Punjabi/Hindi); Vietnamese and Latin South American (Spanish) Actual numbers of FTEs are still under discussion. A posting has appeared and closed April 7th for Alcohol and Drug Counsellors with a preference for applicants who speak mandarin, Cantonese, Punjabi, Spanish, or Vietnamese and who have worked with one of these language group communities. |
| Outreach Addiction Services | To ethnocultural communities | Ongoing | One additional FTE has been designated by the Vancouver region to provide addictions counseling services to the Chinese community. The outreach addictions services to the Chinese community is in place and are provided by Paul Cheng. |

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# Children and Families

| ACTIVITY/INITIATIVE | DESCRIPTION | STATUS | BACKGROUND |
|---|---|---|---|
| An initiative to address problem Gambling | Targeting Multicultural communities | Ongoing | A contract has been established with SUCCESS to provide 1.5 FTE's for problem gambling counselling services to the Chinese community. Also, a gambling advisory committee has been established by Family Services, SUCCESS, RADAT and MCF direct service employees to co-ordinate changes to activities aimed at addressing problem gambling. The contract for problem gambling services is on-going and the Ministry is represented ion the advisory committee by Paul Cheng |
| Multi-Lingual Staff | Recruitment | In Progress | Multi-lingual staff recruitment is part of on-going recruitment strategy. This year, the Vancouver region has hired staff with the following language skills: Cantonese (4); French (5); Hindi (4); Mandarin (3); Japanese (1); Spanish(1). The region continues to hire Child Protection Workers and Administrative staff who speak languages other than English. A breakdown is not possible at this point, but Punjabi, Spanish and Mandarin/Cantonese are representative languages. |
| Cultural Competence Training | For Staff | Complete | Culturally Responsive Service Delivery training course has been offered to regional staff and attended by 50 staff. 'Children of two cultures,' a one day information forum organized by the Victoria Intercultural Association was attended by MCF. The cultural sensitivity training component of the Employment Readiness Program offered by the Justice Institute has planned to train 29 Probation candidates and 38 Youth Custody candidates. |
| Major Recruitment Drive | Foster families for children of Aboriginal, and various ethnocultural backgrounds and children with special needs. | In Progress | MCF is partnering with community agencies looking to create more options for placing children in homes that best suit the child's cultural needs. The foster family recruitment campaign has been developed and set for Oct 1/98 -Feb.28/99 and includes three aspects: Foster Family Recognition, Awareness and Recruitment. The Minister met with representatives of Chinese and Indo-Canadian communities in September to discuss foster parent recruitment. Another 50 multicultural homes are in the process of being studied. Ministry opened up over 30 new foster homes since November 1998. |

All MCF Postings for jobs are now linked to the Affiliation of Multicultural Societies and Service Agencies of British Columbia (AMSSA) internet site.

***NOT INCLUDED IN ACTION PLAN***

### Additional Multicultural initiatives 'COMPLETED':

- Developed two interim Multicultural reports that were shared within MCF and with Multiculturalism BC to promote and encourage the spirit of the legislation.
- MCF has added 'Diversity Guidelines' and the 'Cultural Competency Framework' to both the MCF public internet site as well as the Ministry BBEQDIV electronic bulletin board. Both documents have also been linked to the PSERC intranet site.
- In recognition of March 21, 1999, Day for the Elimination of Racism, MCF executive promoted a satellite cultural heritage potluck: 'Lunch with the Family—just the 5000 of us!!'. The Deputy Minister thanked all staff for participation and announced the event to be an annual event.
- In recognition of March 21, MCF promoted the diversity elements of the internet site; promoted two Multicultural Employee Profiles that were posted on the BBEQDIV bulletin board; and recommended staff participation in the many community events being planned around the anti-racism focus.
- In celebration of the Chinese new year, the Deputy sent an e-mail to all staff to build awareness of an important event in British Columbia. The Deputy received a huge response of appreciation for recognition of the event - 'Kung Hei Fat Choy! (Happy New Year).
- The MCF Diversity Advisor attended the Multiculturalism BC-sponsored annual 1999 Anti-Racism workshop and awards ceremony, with an interest in identifying strategies to deal with systemic discrimination.

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## Children and Families

- Widely distributed e-mail information bulletins related to multiculturalism to regional contacts.

- An improved reporting line has given increased priority and exposure to Multiculturalism. As of September 29, 1998, the Multiculturalism Advisor is reporting directly to the ADM for Management Services.

- International Literacy day was promoted by the DM as a reminder to all staff of our responsibility to communicate in our written material as clearly and effectively as possible for our diverse clients.

- A Child Protection worker competition (CF98:703) has been widely promoted among: Aboriginal Tribal Councils, band offices and Friendship Centres, Urban Native Youth Associations, Metis Family Services, Outreach Employment Services, Women's resource centres and transition houses, and academic institutions with a high percentage of aboriginal students.

- MCF now accepts out-of-country social worker credentials that are supported by the SW Registration Board.

- 'Welcome to the Ministry for Children and Families', an orientation guide for new Ministry employees is being rewritten partly to help profile the importance of cultural diversity in the Ministry.

- Provided the Deaf Access Office with an Ultratech Telephone Device for the deaf. The Deaf Access Office has provided valuable work for the deaf community as one of the multicultural communities that we are targeting in terms of providing more "culturally competent" service delivery.

- Regions provided with individual profiles of the diversity of their own workforce (aboriginal and visible minority staff).

- The MCF nutritional consultant volunteered to collect recipes from the cultural heritage March 21 event to create a multicultural compilation that can be shared among staff at a later date.

### Additional Multicultural initiatives 'IN PROGRESS':

- Rather than identifying 'cultural competency ' as a 16th MCF priority, 'cultural competency is being promoted in an integrated way as a component of aspects of MCF business and service delivery.

- Communications Branch arranged for a response document and press conference for the Minister to deal with issues raised by the SUCCESS organization. (The United Chinese Community Enrichment Services Society—S.U.C.C.E.S.S. is a nonprofit agency which serves the Chinese community in Richmond and throughout the lower mainland.) As a result a council has been struck to further consider recommendations from SUCCESS.

- The ADM and Multicultural Advisor are working with the community based Ethnocultural Advisory Committee in the Vancouver Region.

- MCF has arranged for a staff resource to work with the committee to develop a 'cultural competency' audit tool.

- The Multicultural Advisor is working with the Director of Multiculturalism BC and Regional Executive Directors to pursue 'cultural competency' work in the Thompson/Cariboo and Central /Upper Island regions based on the Vancouver region model of the Ethnocultural Advisory committee.

- Family Child care training (two day workshops) has been being delivered in Punjabi in Surrey.

- The Rural Child Care Project has made inroads into the farmworker community, providing Punjabi and French translation services and resources as well as two licensed child care facilities during the summer months.

- Through the "Child Care Strategic Initiatives", help in accessing child care services for parents who speak languages other than English has been established at four pilot sites to support multilingual communities.

- 'Westcoast Multicultural and Diversity Services' works province-wide to assist child care providers in delivering programs which help all children to develop positive self-identity.

- An external mentoring program as recommended by the Multiculturalism BC office is being explored by the Multicultural Advisor.

- MCF Resource Center arranged for the Multicultural Advisor to have access to one of the most sophisticated on-line research data bases. The product, Lexis-Nexis, will be used to research current trends, practices and general published information on Multiculturalism from around the world.

# Children and Families

## ACTION PLAN FOR 1999–2000

***Program Overview:*** The Multiculturalism Program is responsible for ensuring MCF compliance with the Multiculturalism Act of 1993.

| MULTICULTURALISM ACTION PLAN | | TIMELINES |
|---|---|---|
| 1. | Promote Diversity related goals in an integrated way as part of the 15 priorities of the ministry | Ongoing |
| 2. | Continue to work with the community based Ethnocultural Advisory Committee to accomplish the goal of becoming a culturally competent organization<br>-maintain collaborative approach<br>-work with the Director of Multicultural BC to develop advisory committees in two regions (based on Vancouver model) | Ongoing |
| 3. | Promote 'cultural competency' in the Contract Reform process | Ongoing |
| 4. | Develop cultural competency audit tool for funded agencies | July 1999 |
| 5. | Develop new diversity related material for the public MCF website | Ongoing |
| 6. | Provide additional addiction services to ethnocultural communities. | Ongoing |
| 7. | Provide Cultural competency training to 100 staff<br>-develop a Diversity-related, Change Management Training Program | Ongoing |
| 8. | Provide explanations of how BC's child protection system works - to ethnocultural communities<br>-develop mediation between the MCF and ethnocultural families<br>-establish an advisory committee to establish better communications with ethnocultural communities<br>-develop videos in Cantonese and Mandarin, and special workshops to recruit foster parents, hire ethnic social workers, and look at the cultural appropriateness of the risk-assessment tools available to social workers. | Ongoing |
| 9. | Promote MCF participation in March 21 - Day for the Elimination of Racism events<br>-promote the 2nd annual MCF cultural heritage potluck lunch | March 2000 |
| 10. | Continue to work with the Deaf Access Office to promote the specialized service for the Deaf community | Ongoing |
| 11. | Continue to develop quarterly interim-multicultural reports to internally promote multiculturalism initiatives. | Quarterly |
| 12. | Write and circulate two MCF Multicultural Employee Profiles<br>-post on the BBEQDIV bulletin board | July 1999<br>Jan 2000 |
| 13. | Participate in the interministerial Multicultural Committee | Ongoing |
| 14. | Continue to work with regional representatives to seek opportunities to promote Multiculturalism | Ongoing |
| 15. | Provide the Ministry's regions with updated profiles on the diversity of their own workforce. | July 1999 |
| 16. | Provide Multi Faith calendars to HQ and Region staff so that staff can acknowledge and celebrate important dates | May 1999 |
| 17. | Complete review of 50 outstanding requests to provide multiculturalism foster family homes | July 1999 |
| 18. | Recruit an additional 50 multicultural foster homes | March1999 |

# Education

## EXECUTIVE SUMMARY

The Ministry of Education had 400 FTEs during the fiscal year 1998-99. Principles of equity and diversity are integrated into the mission and corporate agenda of the Ministry.

Educational program branches work to ensure that the educational needs of all students are met. New publications include, *Shared Learnings*, a resource book which provides information and strategies for including First Nations content in all subjects and *English as a Second Language: Policy Guidelines*, and *Resources for Teachers* with accompanying resources and guidelines for specialist and classroom teachers.

Special Programs Branch began development of a policy framework and guidelines for diversity and human rights that is intended to guide and assist school districts in the development of local policy to promote diversity and address discrimination, harassment and violence. Plans for 1999-2000 include the distribution of a Response Draft of this document and the development of support materials.

Human Resources Branch supported eight (8) staff members to attend a variety of related staff development sessions and are working on the development of a short "case study" session on Valuing and Welcoming Diversity which will be suitable for delivery at branch meetings.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Ministry follows the Public Service Employee Relations Commission policy which values diversity in the workplace and ensures that individuals are treated with respect and dignity. The Ministry is committed to the principles of inclusiveness, equity and access for all learners. This commitment includes the provision of quality programs and services that are relevant and accountable to all clients, students, their families and their communities.

The Ministry, in conjunction with stakeholders, works to ensure that policy and program development and implementation reflect the diversity of our province and represent the emerging needs of all British Columbians. Wherever possible, staff work with partners in government, such as Multiculturalism BC and Human Rights Commission, to support the development, distribution and implementation of resources that enhance multiculturalism throughout the education system.

The Ministry continues to build and maintain an education system that promotes cross-cultural understanding, positive race relations, good citizenship and social harmony both internally and with external partners and stakeholders by:

- directly supporting multiculturalism programs;
- engaging in on-going consultation with education partners and stakeholders on multicultural issues;
- keeping staff informed about staff training and development activity on diversity; and,
- making the workplace more accessible and representative of the general workforce through fair and equitable hiring practices.

Awareness and sensitivity to multiculturalism are integrated into the work of the Ministry, most notably the Education Programs and Human Resources. Assistant Deputy Ministers are responsible for multiculturalism. They report to the Deputy Minister.

## COMMUNICATION

*Bright Lights*, a Ministry publication highlighting 16 exemplary school initiatives featured five programs that promote multicultural awareness, including Haida art, an exchange with Japanese students, cultural events, outreach to First Nations students and addressing global issues.

Human Resources Branch distributed, by fax, the Multiculturalism BC Calendar of Events to all branches.

## STAFF TRAINING AND DEVELOPMENT

***Discrimination and Harassment Awareness***
Three ministry staff attended a half day session regarding prevention of and effective response to workplace harassment.

***Valuing and Welcoming Diversity***
Two Ministry staff attended a full day session to improve or develop a workplace atmosphere that is welcoming to everyone and creates familiarity with people with different backgrounds and values.

***Valuing and Welcoming Diversity in the Workplace***
One management employee attended a two day session on the development of an equitable and diverse workforce.

# Education

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

There were no reviews conducted this year.

## PROGRAMS AND INITIATIVES

### *Special Education*

Work is in progress on a resource document for schools that outlines successful practices in designing culture-fair assessment practices for students with special needs. Publication and implementation are anticipated in September 2000.

### *English as a Second Language*

English as a Second Language (ESL) educational programs are services provided by school boards and funded by the Ministry to ensure equal access to education for students whose primary language or language at the home is other than English. These students may require additional services in order to develop their individual potential within BC's school system. Some students speak variations of English that differ significantly from the English used in the broader Canadian society and in school, and may require ESL support. The Ministry committed over $72 million in supplement feeding to school districts to provide ESL services for over 74,000 students.

The Ministry, working with an advisory committee of education partners, completed an ESL Policy Framework and two resource documents, a guide for classroom teachers and a guide for ESL specialists. English as a Second Language: Policy Guidelines, and Resources form Teachers is intended to provide leadership, future direction and a basis for consistency, quality and flexibility in the delivery of ESL services.

### *Shared Learnings*

Shared Learnings: Integrating BC Aboriginal Content K-10 is a new resource developed by teams of Aboriginal educators around the province, and distributed to teachers in Fall 1998. It is designed to provide guidance in integrating Aboriginal topics in all subject areas at an introductory level. The aim is to provide a guide for educators that will assist in creating a greater sensitivity to and respect for the richness and diversity of the Aboriginal peoples of BC.

## ACTION PLAN FOR 1999–2000

### *Staff Training and Development*

Work will be completed on the design of a Valuing and Welcoming Diversity training session that will be suitable for delivery in branch staff meetings.

### *Policy Development*

Work will be completed on the Human Rights and Diversity in BC Schools: Policy Framework and Guidelines.

# Employment and Investment

## EXECUTIVE SUMMARY

The Ministry of Employment and Investment continued its efforts this fiscal year to enhance understanding and appreciation of cultural diversity and to ensure that Ministry programs and services remain sensitive and responsive to the multicultural reality of the Province.

The Ministry supported a number of important projects related to multiculturalism during this fiscal year.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Ministry of Employment and Investment supports government's multiculturalism policy.

***Ministry commitment was demonstrated by:***

- supporting the initiatives of the Community Development Unit;
- funding a variety of projects which promote multiculturalism;
- considering cultural diversity when recommending appointments to boards and commissions;
- ensuring access to employment, training and advancement opportunities are available to people from all cultures;
- promoting a workplace that respects diversity and ensures that employees, Ministry clients and members of the public are treated with respect and dignity;
- stating Ministry support of multiculturalism in business plans and annual reports;
- participating on the inter ministerial committee on multiculturalism; and
- submitting an annual report and action plan to Multiculturalism BC.

***Ministry implementation is coordinated by:***

- The Coordinator, Community Development Unit, in Vancouver manages community development programs.

- A Human Resources Advisor coordinates the annual report for multiculturalism and represents the Ministry on the interministerial multiculturalism committee. The Advisor also develops and implements multiculturalism initiatives related to education and awareness, and the integration of multicultural issues into training and employee orientation. The position reports to the Director of Human Resources.

## COMMUNICATIONS ACTIVITIES

***External communications:***

The Ministry communicated with its clients regularly, and periodically issued news releases to communicate with members of the public.

***Internal communications:***

Posters and calendars were circulated throughout the year to increase awareness and understanding of cultural diversity and multicultural events.

The Ministry's business plan and annual report includes planned activities and accomplishments related to multiculturalism.

## STAFF TRAINING AND DEVELOPMENT

Multicultural issues are included in many courses related to customer service, conflict resolution and quality-related topics. The integration of multiculturalism content into these skill building courses is intended to ensure that respect for cultural diversity becomes a guiding principle in everything the Ministry does.

The orientation package for new employees includes the government's multiculturalism policy. Ministry employees are required to attend the government's mandatory half-day course: Discrimination and Harassment Awareness Training. Thirty-six employees attended this fiscal year.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

While developing and delivering policies, programs and services for British Columbians, multicultural diversity is one of the many important issues considered. Ministry policy advisors have the framework provided by Multiculturalism BC available when assessing the multicultural implications of policies and programs. The Ministry strives to ensure that its programs and services are culturally responsive.

# Employment and Investment

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

*The Community Development Unit in Vancouver reports:*

The Community Development Unit (CDU) strives to improve the lives of people, particularly those who are low income, disabled or homeless, through a variety of innovative community based projects.

### *BC Community Financial Services Corporation Operating as Four Corners Community Savings*

Four Corners Community Savings, located at the corner of Hastings and Main in Vancouver, is a unique organization that provides essential financial and social services to downtown Vancouver communities.

Staffed by local people, services are available in English, French, Spanish, Mandarin and Cantonese and two Ethiopian Languages: Americh and Tigernca. Four Corners' staff include representatives of First Nations, Latin American, Ethiopian, and Asian cultures.

The elected Advisory Council and appointed Board come from diverse backgrounds including: African-Canadian, Squamish Nation, South Africa and Guatemala.

### *BladeRunners*

BladeRunners provides employment opportunities in construction trade-related industries for "youth at risk". 40% of BladeRunner participants are First Nations.

The CDU contracts with local community organizations to deliver the program. They are: Nanaimo Youth Services, Nanaimo; John Howard Society, Victoria; Elizabeth Fry Society, Kamloops; Native Friendship Centre, Prince George; Kelowna Economic Recovery and Employment Development Division, Kelowna; Community Futures Development Corporation of the North Okanagan, Vernon.

The Vancouver BladeRunners program is currently being administered directly by the CDU. The Program administrator and one of the coordinators are First Nations. Of the ten BladeRunner coordinators four are First Nations.

### *Housing*

The CDU is working with community groups and other agencies to provide co-op and single room occupancy accommodation for people with low incomes.

### *Trade and Convention Centre*

The CDU is working to ensure that Vancouver's proposed Trade and Convention Centre develops a mutually beneficial relationship with the Downtown Eastside and the Downtown South residential communities. A Community Impacts Team (TACCIT), reporting to the CDU, was established in July, 1998 to undertake this work.

### *Urban Field School*

The CDU supports the Urban Field School of UBC's Department of Anthropology and Sociology by:
- facilitating the study of issues related to poverty and lack of shelter; and
- providing the completed research to organizations serving those client groups.

### *The Ministry of Employment and Investment issued a variety of news releases related to multiculturalism:*

- *February 26, 1999 news release:*

The Dr. Sun Yat-Sen Classical Chinese Garden will be preserved as an important centre of cultural exchange in Vancouver by funding through the Canada/British Columbia Infrastructure Works program.

- *February 5, 1999 news release:*

Cranbook's oldest church is celebrating 100 years in the community by opening the Anglican Centennial Hall to provide a venue for recreational programs, youth activities and other events for Cranbrook residents. The $500,000 Centennial Hall was partially funded under the Canada/British Columbia Infrastructure Works program.

- *December 17, 1998 news release:*

The Coquihalla Casino proposed by Trillium Gaming Corp. and the Lower Nicola Indian band on the Joeyaska Indian reserve near Merritt was approved in principle.

- *December 4, 1998 news release:*

The SUCCESS Social Service Centre in Chinatown will receive a total of $1.4 million under the Infrastructure Works program, towards a $4.2-million building that provides language and job training, employment and family counselling and community service programs to multicultural clients in Chinatown, Vancouver West, Vancouver South, Oak Ridge, Richmond, Burnaby and Coquitlam.

- *November 17, 1998 news release:*

A new theatre will give members of Vancouver's Chinese community a greater opportunity to promote and preserve their culture and participate in Canadian society.

## Employment and Investment

The Chinese Cultural Centre of Vancouver will receive $250,000 under the Canada/British Columbia Infrastructure Works program to construct a presentation theatre as part of its new $3.7-million cultural facility. The new centre will do much to promote the preservation, awareness and historical significance of the Chinese community on the Lower Mainland. The theatre will seat 200 and will be used for activities such as symposiums, debates, lectures, chamber music recitals and educational programs.

- *June 4, 1998 news release:*

The provincial government is expanding the highly successful BladeRunners program to provide skills training and work experience for street kids at construction and related trades sites in two additional communities-Prince George and Kelowna.

## ACTION PLAN FOR 1999–2000

The Community Development Unit in Vancouver has the following priorities:

### *BC Community Financial Services Corporation Operating as Four Corners Community Savings*

- Continue to streamline operations to comply with legislative and legislative requirements;
- Continue to gather deposits, market and promote Four Corners' services;
- Improve service to customers:
- Continue to promote Electronic Fund Transfers (EFT) for income assistance and for federal and provincial benefits, and to enhance customer safety and financial security;
- Continue to promote RRSPs;
- Continue to promote commercial loans, operating and term loans and mortgage services;
- Offer an automated teller machine (ATM) card to depositors; and
- Implement a website, create a new product brochure and advertise in local publications.

### *BladeRunners*

* Expand the program to include trades in industries other than construction; and

* Continue to develop the program to take advantage of opportunities such as the Trade and Convention Centre and Skytrain expansions in Vancouver and the construction of the new arena in Victoria.

### *Housing*

- Continue to explore the feasibility of various sites for the development of Woodward's co-op housing in Vancouver's Downtown Eastside;
- Continue to work with 411 Seniors' Housing Society to develop a seniors' housing facility in downtown Vancouver; and
- Continue to work with groups around the province to retain low-income housing.

### *Trade and Convention Centre*

- Ensure that housing issues identified in the TACCIT report, such as retention of existing housing and development of new affordable housing, are implemented;
- Ensure that employment issues identified in the TACCIT report, such as jobs and training opportunities for local residents, are implemented;
- Consult with the community in the spring and summer of 1999 to discuss implementation of TACCIT report recommendations;
- Ensure the impacts of the Trade and Convention Centre on affordable housing and in particular, Single Room Occupancy Units, are mitigated either through protection of existing housing or the development of replacement units;
- Ensure any negative transportation and traffic impacts related to the Centre are mitigated;
- Ensure the environmental integrity of the CRAB Park is protected and usage of the park by local residents is not impeded by the activities of the Centre;
- Ensure the proposed Centre provides training and employment opportunities for local residents; and
- Seek community development opportunities in the Downtown communities.

### *Urban Field School*

- Continue to facilitate the study of issues by UBC students related to poverty and lack of shelter.

### *Grants and Contributions*

The CDU will continue to provide grants to community organizations. For example, Farm Folk City Folk, funded for the 1999/2000 fiscal year, plans to develop a pilot project involving multicultural communities in the Lower Mainland. The goal of the project is to revive and apply traditional agricultural knowledge from Japan and Latin America, by growing plants from those countries, in Canada.

# Energy, Mines and Northern Development

## EXECUTIVE SUMMARY

The Ministry of Energy and Mines and Ministry Responsible for Northern Development was formed on February 18, 1998 when Premier Clark announced cabinet changes. This is the first Multiculturalism Report for the Ministry of Energy and Mines.

The Ministry supports government's multiculturalism policy and strives to conduct services and programs in a manner that is sensitive and responsive to cultural diversity. New employees receive information about the government's multiculturalism policy as part of their orientation to the Ministry. Multiculturalism is one of the many important issues considered as the Ministry develops and delivers policies, programs and services for British Columbians.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Ministry of Energy and Mines is committed to multiculturalism and providing services that are sensitive and responsive to the multicultural reality of the Province of British Columbia.

Ministry commitment was demonstrated by:

- considering cultural diversity when recommending appointments to boards and commissions;
- involving members of specific cultural groups, potentially impacted by programs or policies, in the decision-making processes (this applies especially to First Nations representatives);
- ensuring access to employment, training and advancement opportunities are available to people from all cultures;
- promoting a workplace that respects diversity and ensures that employees, Ministry clients and members of the public are treated with respect and dignity;
- stating Ministry support of multiculturalism in business plans and annual reports;
- participating on the inter ministerial committee on multiculturalism; and
- submitting an annual report and action plan to Multiculturalism BC.

Ministry implementation is coordinated by:

- The Director, Aboriginal Relations Branch manages programs related to aboriginal involvement in the energy and mining industries.
- A Human Resources Advisor coordinates the annual report for multiculturalism and represents the Ministry on the interministerial multiculturalism committee.

  The Advisor also develops and implements multiculturalism initiatives related to education and awareness, and the integration of multicultural issues into training and employee orientation. The position reports to the Director of Human Resources.

## COMMUNICATIONS ACTIVITIES

***External communications:***

The Ministry communicated with its clients regularly and periodically issued news releases to communicate with members of the public.

***Internal communications:***

Posters and calendars were circulated throughout the year to increase awareness and understanding of cultural diversity and multicultural events.

The Ministry's business plan and annual report includes planned activities and accomplishments related to multiculturalism.

## STAFF TRAINING AND DEVELOPMENT

Multicultural issues are included in many courses related to customer service, conflict resolution and quality-related topics. The integration of multiculturalism content into these skill building courses is intended to ensure that respect for cultural diversity becomes a guiding principle in everything the Ministry does.

The orientation package for new employees includes the government's multiculturalism policy. Ministry employees are required to attend the government's mandatory half-day course: Discrimination and Harassment Awareness Training. Twenty-one employees attended this fiscal year.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

While developing and delivering policies, programs and services for British Columbians, multicultural diversity is one of the many important issues considered. Ministry policy advisors have the framework provided by Multiculturalism BC available when assessing the multicultural implications of policies and programs. The Ministry strives to ensure that its programs and services are culturally responsive.

## Energy, Mines and Northern Development

### SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

*The Aboriginal Relations Branch of the Resource Development Division reports:*

The Aboriginal Relations Branch provides direct assistance to industry and First Nations by providing training to industry and First Nations on consultation; hosting workshops to identify employment prospects for aboriginal people in the mining industry; identifying opportunities for First Nations to access mining related jobs; working with industry to develop productive relationships with First Nations, and encouraging joint ventures or other business arrangements between First Nations and industry.

### ACTION PLAN FOR 1999/2000

The Ministry will continue to:

- provide the half-day Discrimination and Harassment Awareness Training to new employees; and
- support the involvement of First Nations communities in provincial resource management.

# Environment, Lands and Parks

## EXECUTIVE SUMMARY

The Ministry of Environment, Lands and Parks is striving to be a culturally responsive organization which ensures fair and equitable access to services, programs and opportunities in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The ministry adopted its Multiculturalism Policy in 1996 and continues to operate in the spirit of that policy. Initiatives and remedial measures continue with the goal of creating a diverse workforce which is representative, at all levels, of the population it serves.

Training opportunities have been provided to promote cross-cultural understanding and foster respect for the multicultural heritage of British Columbia and provide staff with the knowledge, skills and abilities needed to deliver culturally responsive service. Communication and programs continue to be evaluated for barriers and adverse impact and solutions implemented with community consultation, such as the Certification of Pesticide Applicators program where translation of both training material and exams were completed. Emphasis has also been placed in BC Parks to increase the involvement of First Nations in the parks to promote both environmental and cross-cultural understanding.

The ministry supported 2,130 Full Time Equivalents (FTE's) in fiscal year 1998–1999.

## CORPORATE COMMITMENT AND IMPLEMENTATION

1. A Multiculturalism Policy for the Ministry of Environment, Lands and Parks was adopted in January 1996. All branches received a framed copy for display in a prominent area.

2. The Corporate Sponsor for multiculturalism is the ADM, Corporate Services, who reports on equity and diversity issues and accomplishments to Executive Committee. The Equity and Diversity Office manages the ministry multiculturalism program, which is also responsible for the employment equity program and reports to the Director, Human Resources. The Equity and Diversity office is staffed by a Manager (ML3) and Office Assistant (OA2) and had expenditures of $20,824 in fiscal year 1998 -1999.

   Divisions are responsible for developing an action plan and implementing, monitoring and reporting initiatives in support of multiculturalism.

   BC Parks has established an Equity and Diversity Advisory Group to promote and influence both equity and multiculturalism initiatives. The group consists of four managers, one bargaining unit member and reports to the Director and the Parks Management Committee.

3. Statements in support of multiculturalism are included in the ministry annual report, annual operating plans and employee orientations. In Environment and Lands Headquarters Division, multiculturalism goals are included in the performance expectations of managers and directors to increase accountability and in the core values of the strategic plan.

## COMMUNICATION ACTIVTIES

Web sites have been developed for both employees and external clients to access information regarding the Multiculturalism Program, events and accomplishments.

***Internal Communications:***

- Multiculturalism Week was celebrated ministry-wide with posters promoting diversity and the video "Courage to Stand".

- Web site calendar of events profiled special local events.

- Multifaith Calendars were distributed to all Executive Committee.

- E-mails sent to all staff to raise awareness regarding:
  - Multiculturalism Week;
  - Black History Month;
  - National Aboriginal Day;
  - International Day for the Elimination of Racism;
  - Equality Day;
  - Person's Day;
  - Human Rights Day—Universal Declaration of Human Rights; and
  - Folk Festival.

- In Victoria and Greater Vancouver, Partnership Walk 99 was actively promoted by way of posters and e-mail to all staff.

- The Ministry Multiculturalism Policy is displayed in prominent locations.

- The Equity and Diversity Manager meets with Divisions quarterly.

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# Environment, Lands and Parks

***External Communications:***

- As part of the general flooding alert during the spring of 1999, the ministry cooperated with the Provincial Emergency Program (Ministry of Attorney General) in providing a briefing specifically for ethnic media, multilingual printed information, and a toll-free flood information phone line in eight different languages.
- Spirea Universal Trail opened in Golden Ears Park in October 1998. In addition to being accessible to people using wheelchairs, walkers and strollers and providing services to the visually and hearing impaired, it features unique interpretive signs in English, French, German and Cantonese, as well as brochures in Punjabi and Japanese.
- Multilingual public information material to discourage the illegal trade in bear parts has been updated.
- Bilingual posters were produced for the Pacific Marine Nature Legacy, jointly with Environment Canada
- Direct contact with major ethnic news media continues.
- Multilingual printed material on issues including pesticide applicator training continues to be produced.

## STAFF TRAINING AND DEVELOPMENT

The ministry electronic orientation for new employees has been updated to include statements in support of the multiculturalism policy and programs.

| PROGRAM TITLE AND DESCRIPTION | TARGET AUDIENCE | DEPARTMENT/BRANCH | # OF PARTICIPANTS AND SESSIONS |
|---|---|---|---|
| Preventing Harassment in the Workplace | All new staff | All | 116 staff participated |
| Reasonable Accommodation Training | Managers | Human Resources | 3 staff participated |
| Culturally Sensitive Service Delivery | | | 7 staff participated |
| Cross Cultural Training | | | 10 staff participated |
| First Nations Awareness | | | 4 |
| First Nations Elder presentation | all staff | Victoria Staff | 30 |
| "Courage to Stand" Video | all staff | all Branches | copy sent to all branches for Multiculturalism Week viewing. |
| Human Rights Conference | all ministry | | 5 |
| Video Library - many titles | all staff | ministry wide | utilized by all divisions |

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# Environment, Lands and Parks

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

### *Certification of Pesticide Applicators*

To provide equitable access to service and programs, the ministry updated and expanded a translation program to help growers with English reading difficulties. The Pollution Prevention and Remediation Branch administers the certification of pesticide applicators by establishing knowledge requirements and setting examinations. A request was received from the Farm and Ranch Safety and Health Association to assist them in promoting the training and certification of growers with English language difficulties.

The following translations were completed:
1) Translation of growers certification exam into Vietnamese.
2) Update the translated exam in Punjabi.
3) Update the translated exam in Chinese.
4) Develop a new summary training manual translated into Vietnamese.
5) Update the summary training manual translated into Punjabi.
6) Update the summary training manual translated into Chinese.

- Continued to apply the Multiculturalism toolkit to all communications strategies accompanying Cabinet submissions,

- Considered the multicultural audiences in development and implementation of communications strategies, including publications, advertising and media relations.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| **Discrimination and Harassment Prevention**<br>• Training will continue for all new employees, including co-op auxiliaries. | All | ongoing | [illegible] of ministry and staff trained |
| • In fiscal year 1998–1999, 116 new staff were trained. | Equity and Diversity | | |
| • Participating on a re-design team for updating training material. | Equity and Diversity | | fall 1999 |
| **First Nations Involvement in BC Parks**<br>An outdoor learning centre is under construction in Golden Ears Park that will promote environmental and First Nations cultural understanding. The longhouse is being constructed by members of the Katzi First Nations. | BC Parks | 1998-1999 | Opening fall 1999 |
| **Spirea Universal Trail** opened in Golden Ears Park. It features unique interpretive signs in English, French, German and Cantonese, as well as brochures in Punjabi and Japanese. | BC Parks | opened October 1998 | Park visitor surveys |
| **Workforce Diversity** | All | ongoing | Workforce Profile Surveys |
| 1. Outreach recruitment to increase diversity of applicant pool. 30-90 outreach agencies contacted for each posting. | Equity & Diversity | ongoing | [illegible] |
| 2. Participation on Regional Outreach Recruitment Committees | BC Parks, Regional [illegible] | meets monthly | |
| 3. Continue to use limited & preferential competitions in areas where under-representation occurs. | All | ongoing | 2 competitions posted [illegible] |
| 4. International Exchange Program: Staffing exchange between BC Parks and South Australia | BC Parks | 1 year | |
| 5. Ensure programs designed to increase retention and career advancement such as mentorship are free from barriers. Supported 14 pairs | All | 1 year (mentorship) | [illegible] |
| 6. Developing cross-ministry Reasonable Accommodation Pilot Program which includes accommodation on religious grounds | Equity & Diversity | [illegible] | [illegible] |

# Environment, Lands and Parks

| [illegible] | DEPARTMENT/BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| [illegible] | Equity and Diversity | 1998–1999 | Survey - Fall 1999 |
| [illegible] Policy approved in 1998 to assist with [illegible] | All | Update inventory annually | |
| [illegible] | All | Ongoing | |
| [illegible] BC Parks [illegible] | BC Parks | | 254 jobs provided for Aboriginal youth [illegible] |

## ACTION PLAN FOR 1999–2000

- Multiculturalism principles will be imbedded in Ministry and Division Business Plans and Annual Operating Plans.

- The ministry will continue to strive to develop a workforce that is representative, at all levels, of the population it serves. Remedial measures such as outreach recruitment and limited/preferential competitions will continue in areas where under-representation occurs. All auxiliary hires will give preference to qualified under-represented designated groups.

- Diversity training opportunities will continue to be promoted to all staff.

- Harassment Prevention Training will continue for all new staff. The Equity and Diversity Manager is participating in a redesign of the training material.

- A Reasonable Accommodation Pilot Program will be implemented in the summer of 1999. Communication to all staff will include the duty to accommodate for religious reasons.

- The ministry has undertaken an Adaptive Services Delivery Program as the driving force to transform the ministry in order to thrive in the future. Multiculturalism principles will be considered in all initiatives undertaken under this program.

# Environment, Lands and Parks

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

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- Considered the multicultural audiences in development and implementation of communications strategies, including publications, advertising and media relations.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| **Discrimination and Harassment Prevention:** | | | |
| • Training will continue for all new employees, including coops auxiliaries. | All | ongoing | 83% of ministry and staff trained |
| • In fiscal year 1998–1999, 116 new staff were trained. | Equity and Diversity | | |
| • Participating on a re-design team for updating training material. | Equity and Diversity | | Fall 1999 |
| **First Nations Involvement in BC Parks:** An outdoor learning centre is under construction in Golden Ears Park that will promote environmental and First Nations cultural understanding. The longhouse is being constructed by members of the Katzi First Nations. | BC Parks | 1998–1999 | Opening fall 1999 |
| **Spirea Universal Trail** opened in Golden Ears Park. It features unique interpretive signs in English, French, German and Cantonese, as well as brochures in Punjabi and Japanese. | BC Parks | opened October 1999 | Park visitor surveys |
| **Workforce Diversity:** | All | ongoing | Workforce Profile Surveys |
| 1. Outreach recruitment to increase diversity of applicant pool. 30-90 outreach agencies contacted for each posting. | Equity & Diversity | ongoing | Self-declarations |
| 2. Participation on Regional Outreach Recruitment Committees | BC Parks, Regions Div., E&D | meet monthly | |
| 3. Continue to use limited & preferential competitions in areas where under-representation occurs. | All | ongoing | 2 competitions posted with preference |
| 4. International Exchange Program Staffing exchange between BC Parks and South Australia | BC Parks | 1 year | |
| 5. Ensure programs designed to increase retention and career advancement such as mentorship are free from barriers Supported 14 pairs | All | 1 year partnerships | Participant evaluations |
| 6. Developing cross-ministry Reasonable Accommodation Pilot Program: which includes accommodation on religious grounds | Equity & Diversity | Pilot start date: Summer 1999 | Evaluation at completion |

# Environment, Lands and Parks

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| **Exit Survey:** Participating cross-ministry in development of an Exit Survey to identify barriers to retention | Equity and Diversity | 1998–1999 | Survey – Fall 1999 |
| **Language Bank:** Policy approved in 1996 to assist with interpretive service when needed inventory of staff with additional language skills developed. | All | Update inventory annually | |
| **Celebration of Events:** will continue to raise awareness (see communications) | All | ongoing | |
| **Environmental Youth Teams:** First Nations targeted to E-Team and FRBC projects | BC Parks | | 254 jobs provided for Aboriginal youth in intern, work crew and eco-ed positions. |

## ACTION PLAN FOR 1999–2000

- Multiculturalism principles will be imbedded in Ministry and Division Business Plans and Annual Operating Plans.

- The ministry will continue to strive to develop a workforce that is representative, at all levels, of the population it serves. Remedial measures such as outreach recruitment and limited/preferential competitions will continue in areas where under-representation occurs. All auxiliary hires will give preference to qualified under-represented designated groups.

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- The ministry has undertaken an Adaptive Services Delivery Program as the driving force to transform the ministry in order to thrive in the future. Multiculturalism principles will be considered in all initiatives undertaken under this program.

# Finance and Corporate Relations

## INTRODUCTION

Multiculturalism emphasizes greater cross-cultural understanding and incorporates contributions of all racial and ethnic groups so they can experience full membership and equal opportunity to participate in the community and society as a whole.

Within the public service, the support of multiculturalism has a dual focus; firstly, to promote a tolerant and inclusive workplace environment; secondly, to deliver services to the public in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

## EXECUTIVE SUMMARY

The Ministry of Finance and Corporate Relations promotes a workplace climate of trust and respect, where people are treated with fairness and dignity. These values, together with the principles of service quality, are the foundation of the corporate philosophy, branch operations and human resources activities within the Ministry.

Key actions for 1998/99 included:

- Continued Executive Committee leadership in their emphasis on fairness and equity in all Ministry activities.

- Assignment of a dedicated Executive Sponsor to promote equity and multicultural activities.

- Promotion by Ministry directors and branch managers of education and awareness to support multiculturalism, employment equity and a workplace free of harassment and discrimination.

- Partnering with other parts of government to deliver cost effective harassment and discrimination prevention training sessions through the use of in-house trainers.

- Continued efforts by Ministry branches to improve programs and services to the public to ensure that they are sensitive and responsive to the diverse population of British Columbians.

- Consultation by Human Resource Advisors with managers throughout the Ministry to promote a workplace where employees treat one another with respect and dignity and where diversity is embraced.

- 199 employees completed workshops in Harassment and Discrimination Awareness and Prevention.

- 720 employees participated in training to upgrade skills in areas such as customer relations, communication, teaming, career planning, influencing for win-win outcomes, coaching and creating collaborative workplaces.

- Five employees attended a workshop on Reasonable Accommodation.

There are 3,311 staff or full time equivalents in the Ministry of Finance and Corporate Relations, including supported entities.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The concepts of multiculturalism have been embedded in the Corporate Mission of continuous improvement in programs and services to clients, and in the written commitment of the Ministry Executive Committee to support workplace diversity by providing equal opportunities and fairness in ministry practices.

The Ministry has established the role of Executive Sponsor for Multiculturalism and Employment Equity. An Assistant Deputy Ministry who is also a member of the Ministry's Executive Committee performs this function. The Human Resource Advisor for Employment Equity and Harassment and Discrimination Prevention is the Ministry representative for multiculturalism and reports to the Executive Sponsor for Multiculturalism.

The Ministry representative for multiculturalism is the Human Resources Advisor who is responsible for raising the awareness of and promoting multiculturalism throughout the Ministry. This person reports to the Director, Human Resources Services, who in turn has a direct reporting relationship to the Ministry's Executive Committee.

The Ministry representative attends meetings of the Interministerial Committee on Multiculturalism sharing with other delegates the ideas to promote multiculturalism and obtaining guidance from Multiculturalism BC.

The Ministry incorporates the concepts of multiculturalism into all its committee activities and does not have a committee with a singular responsibility for multiculturalism.

The Ministries corporate strategic/operational plans include multiculturalism objectives and initiatives.

# Finance and Corporate Relations

Consistent with the corporate mission of continuous improvement, the Ministry's programs policies and services are developed and changed to meet the needs of the diverse client groups.

The Ministry supports and promotes having a diverse workforce, and the provision of public services and programs that are sensitive and responsive to the multicultural reality of the Province of British Columbia.

Corporate commitment was demonstrated in 1998/99 by:

- Implementing an auxiliary preferential hiring program to increase representation of under represented groups to create a more diverse workplace. This initiative was approved by the Human Rights Commission;
- promoting a workplace free of discrimination and harassment and an environment where employees treat one another with respect and dignity;
- providing employee training programs to support diversity and multiculturalism;
- communicating multiculturalism initiatives through resources allotted in the Human Resource Services Branch;
- participating on the Inter-ministerial Committee on Multiculturalism;
- ensuring ministry attendance at the Multiculturalism Anti-Racism Awards;
- submitting an Annual Report approved by Ministry Executive to Multiculturalism B.C.

The commitment to multiculturalism has been clearly communicated internally to employees and externally to clients by establishing the corporate mission which describes the goal of continuous improvement in leadership, products, planning and services. The concept of continuous improvement or service excellence has become woven into the daily operations of the Ministry and incorporates many activities that support multiculturalism.

In serving the public, Ministry employees communicate with individuals from different geographic areas and ethno-cultural backgrounds. Consistent with the corporate mission, staff endeavour to remove barriers caused by differences in language or interpretation and to provide services and programs in a manner that is sensitive and responsive.

Within the Ministry, the principles of multiculturalism are reflected in the workplace environment. With Executive-level support, the divisional and branch business plans support multiculturalism by including activities to encourage respect and dignity between all individuals and to support cultural diversity, employment equity and a harassment/discrimination free workplace.

Ministry objectives for 1999/2000 include:

- Continuing to review service delivery areas for opportunities to increase access and reflect multicultural goals;
- Strengthening a Ministry workplace culture that values diversity and is free of harassment and discrimination;
- Developing effective communications through the Ministry newsletter and other channels to promote multicultural policies and information.

## COMMUNICATION ACTIVITIES:

Effective communication, both with ministry employees and with members of the public, is essential in promoting the corporate commitment to multiculturalism. During the past year, communication activities included the following:

- Executive members provided leadership in their continuing emphasis on fairness and equity in all Ministry dealings.
- Corporate support was given to programs celebrating Multiculturalism Week and International Women's Day.
- Ministry directors and branch managers promoted workplace diversity, employment equity and a work environment free of harassment and discrimination.
- Human Resource Services Branch advisors worked in consultation with management to communicate and support a workplace where employees treat one another with respect and dignity as described in the Standards of Conduct for Public Service Employees.
- Human Resource Services Branch staff celebrated Black History Week by holding a potluck luncheon where ethnic foods were shared and individuals talked about their histories and respective ancestries.
- The Parliament Buildings supported multicultural activities by providing tourists with commentaries on the parliament buildings and the history of BC through the use of tour guides who speak multiple languages.

# Finance and Corporate Relations

- The Parliament Buildings hired actors/players to perform historical enactments and roles for the public that represented multicultural diversity.

- The Ministry's Supplier Development staff in Kamloops continued to work closely with the Shuswap Nation band to ensure member companies have all the information necessary to compete successfully for government contracts.

- The Purchasing Commission partnered with Crown Corporations and the federal government to deliver purchasing information to regional BC communities and to encourage economic development strategies for under-represented groups.

- BC Statistics provided ongoing data and analytical support to agencies such as Multiculturalism BC, Immigration, Department of Attorney General and PSERC.

- Superannuation Commission hosted 'Lunch and Learn' sessions and placed emphasis on selecting speakers from diverse multicultural backgrounds to facilitate the sessions.

- Queen's Printer printing plant continued to help to bridge communication gaps by producing business cards and other publications in several languages to meet the needs of various ministries.

- Revenue Division continued to post and fax information for audit positions to outreach recruitment centres in Vancouver and to the designated target group associations as identified by PSERC.

## STAFF TRAINING AND DEVELOPMENT

The Ministry Executive Committee gives strong support to the principles of multiculturalism, employment equity and harassment and discrimination prevention. Branch directors are accountable for their business plans that include objectives and actions to support the cultural diversity of the people of the Province.

Staff development and training programs for all levels of employees are a high priority with Executive Committee. Building on the service quality principles developed over the past ten years, the Ministry in 1998/99 offered a wide range of activities contributing to increased understanding of cultural pluralism.

Senior managers attended a series of satellite seminars at PSERC's Employee Learning Services, targeting skills for managing as mentors, and leadership/management in a rapidly changing work environment. Ministry employees of all levels participated in PSERC's transition workshops, which focused on workplace communications and teamwork during time of change, and in the training program on "Culturally Responsive Service Delivery."

In addition, many branches co-ordinated in-house awareness/education sessions contributing to the multicultural principles of respect and dignity between all individuals. Branch endeavours included social gatherings to celebrate cultural diversity, team-building sessions and communications workshops.

Corporate training delivered through the Human Resources Training Unit focused on various skills and included the following:

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## Finance and Corporate Relations

| COURSE TITLE | NUMBER OF SESSIONS | NUMBER OF PARTICIPANTS |
|---|---|---|
| Harassment and Discrimination Awareness and Prevention | 18 | 199 |
| Achieving Extraordinary Customer Relations | 5 | 39 |
| Coaching: Bringing out the Best in Others | 6 | 68 |
| Creating a Collaborative Workplace | 1 | 10 |
| Dealing with Stress and Change | 2 | 35 |
| Giving and Receiving Constructive Feedback | 3 | 29 |
| Handling Emotions Under Pressure | 3 | 49 |
| Influencing for Win-Win Outcomes | 2 | 21 |
| Managing Your Priorities | 4 | 42 |
| Moving from Conflict to Collaboration | 2 | 22 |
| Occupational Health and Safety Training | 2 | 23 |
| Orientation to the Ministry of Finance | 4 | 90 |
| Personal Strategies for Navigating Change | 2 | 24 |
| Presentation Skills | 2 | 19 |
| QUEST training | 2 | 19 |
| Recruitment and Selection | 2 | 20 |
| Resolving Customer Dissatisfaction | 4 | 37 |
| [illegible] | 2 | 19 |
| Team Leadership | 1 | 11 |
| Violence in the Workplace | 1 | 16 |
| Whose Career is This? | 3 | 41 |
| Effective Discipline | 1 | 29 |
| TOTALS | 71 | [illegible] |

### REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

The Ministry promotes a workplace climate of trust and respect where all individuals are treated with fairness and dignity. These values together with the long-established principle of continuous improvement for quality service are the foundations of the corporate philosophy, the operations of the divisions and the human resource activities of the Ministry.

During the past year, action to develop or improve programs, policies and services included the following:

- BC's Purchasing Commission continues to promote an open purchasing process to ensure equal opportunity for all BC companies to bid on selling products or services to government. Communications on the Internet web page increased access to suppliers in all regions of the province.
- Many divisions within the Ministry continue to enrich their work environments by hiring regular and auxiliary employees and co-op and youth employment students from diverse cultural backgrounds.
- Human Resource Services Branch advertised position vacancies with visible minority associations and outreach organisations.
- Registries staff reinforced their commitment to ensure public access to information: "Our ultimate vision is that all information can be submitted or retrieved electronically by our customers from any location at any time."
- Superannuation Commission diversified their workforce through use of a variety of outreach recruitment measures aimed directly at obtaining applicants from visible minorities.
- Queen's Printer Print Brokerage continued to expand its information services to serve the multilingual needs of British Columbia residents. Publications have been printed in seven languages to meet ministry needs.
- Revenue Division staff used in-house language/translating resources to assist in communicating with members of the public on taxation and other financial matters.

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| Orientation to the Ministry of Finance | 4 | 90 |
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| Presentation Skills | 2 | 19 |
| QUEST training | 2 | 19 |
| Recruitment and Selection | 2 | 29 |
| Resolving Customer Dissatisfaction | 4 | 37 |
| Teaming | 2 | 15 |
| Team Leadership | 1 | 11 |
| Violence in the Workplace | 1 | 16 |
| Whose Career is This? | 3 | 41 |
| Effective Discipline | 1 | 25 |
| **TOTALS** | **71** | **863** |

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# Finance and Corporate Relations

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

In 1999/2000, the Ministry will continue to build on the programs and initiatives outlined in this report. Support for multiculturalism is embedded in the Corporate Mission of continuous improvement in programs and services and in the commitment of Executive Committee to support workplace diversity.

Ministry policy and actions will continue to promote a workplace where individuals treat one another with respect and dignity, the fundamentals of cultural pluralism. Human Resource Advisors will work in close consultation with managers to promote these workplace behaviours consistent with the Standards of Conduct of Public Service Employees.

Operational strategy and branch business plans will continue to be designed to ensure the highest quality service delivery to the culturally diverse population of British Columbia. Staff training and development programs will continue to build skills that contribute to workplace collaboration and quality customer service.

Ministry objectives and actions in 1998/99 supported the government-wide goals of multiculturalism. The activities outlined in this report contributed to an increased awareness and understanding of cultural pluralism.

The Ministry actively promoted a workplace environment where individuals treat one another with respect and dignity, fairness and equity. Branch employees worked together to develop and improve their programs and services to the diverse population of the province.

In many parts of the Ministry, particularly on the Lower Mainland, diversity has become woven into the fabric of the workplace. Examples are the Product Distribution Centre in Coquitlam and the Consumer Taxation Branch in Vancouver where the employee makeup reflects the cultural diversity of the surrounding population. These two branches illustrate the tangible progress of the ministry in representing, respecting and responding to the multicultural reality of British Columbia.

## ACTION PLAN FOR 1999/2000

1. Communicate Executive commitment to fairness and equity, and to initiatives that support these values.

2. Elimination of systemic barriers in hiring and career growth practices.

3. Encourage preferential hiring where appropriate as approved by the Human Rights Commission and monitor progress through statistical reporting.

4. Continue to offer employee development and training to increase understanding and appreciation of cultural diversity.

5. Ensure that communications, policies and Cabinet submissions are consistent with the accepted standards of equity and fairness.

6. Co-ordinate multiculturalism and employment equity activities and planning through resources allocated in the Human Resource Services Branch.

7. Communicate Executive support for the principles of multiculturalism, employment equity and a workplace free of harassment and discrimination.

8. Monitor multicultural and employment equity actions incorporated into 1999/2000 branch business plans.

9. Review progress reports and updates on multiculturalism and employment equity actions at Executive Committee twice a year.

10. Continue to review and improve the delivery of programs and services to ensure they are sensitive and responsive to our multicultural client base.

11. Continue to actively recruit employees from a cross section of diverse backgrounds to facilitate understanding of multiculturalism within the ministry.

# Fisheries

## EXECUTIVE SUMMARY

The Ministry of Fisheries (BCF) was created in February 1998 and initiated its commitment to multiculturalism by creating and implementing an action plan for fiscal 1998-99, including the appointment of an Employment Equity Executive Sponsor responsible for leading government's multiculturalism initiatives in the ministry. The ministry strives to create a work environment that welcomes, values and respects the diversity of the communities it serves.

The ministry was allocated 165 FTE's for FY 1998-99.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Ministry of Fisheries has made a clear and unequivocal commitment to consult with aboriginal communities, organizations and governments on matters related to fisheries in order that our policies and programs reflect their diverse interests.

The Strategic Plan includes the following statement of principles that have a multiculturalism component and which the ministry has committed to follow in its management of fish, fish habitat and fisheries:

- Diverse values and interests – To recognize the diversity of human values and interests surrounding fish and fish habitat including: (a) the social, cultural and economic value of the resource, and (b) the importance of the resource in ensuring economically viable communities.

- Shared accountable management – To take a community-based, proactive, cooperative approach to fisheries management through: (a) increased involvement of British Columbians in the decision-making process, (b) open and accountable decisions, and (c) adaptive and integrated management.

- Cooperative relationships – To strive for cooperation amongst all orders of government, including First Nations, fisheries sector groups and communities.

- First Nations rights – To recognize and respect the aboriginal and treaty rights of First Nations.

One of the Ministries priority objectives is to further develop "cooperative relationships and informed decision-making." We recognize that the success of Ministry programs is influenced by shared knowledge and understanding of fisheries resource issues amongst the public, First Nations and other governments. Further, the Ministry supplements its direct role in fisheries management through effective partnering with communities, First Nations, stakeholder groups, and other agencies. The Strategic Plan identifies the following relevant key strategies to help us meet the above objective. Each has a multiculturalism component.

- Promote and implement policies based on feedback from regional/community input.

- Support treaty negotiations with First Nations.

- Explore mechanisms to incorporate local and First Nations' traditional knowledge into decision-making.

- Inform, educate and consult about fish, fisheries management, aquatic ecosystem values and stewardship.

- Enhance community involvement, including that of First Nations, in land and resource planning and decisions, in order to diversify local economies.

- Coordinate ministry response and liaise with other organizations in support of communities and individuals affected by the cyclical and structural changes to the fishery.

The Deputy Minister appointed the Director of the Planning and Information Branch as the Executive Sponsor for Employment Equity and Multiculturalism, and the Director reports to the Deputy Minister in this capacity. The Ministry is reviewing options for provision of staff support to assist in the internal delivery of multiculturalism programs.

All Branches implicitly incorporate in their delivery of ministry programs the Strategic Plan principles and objectives as outlined above. We have made a strong commitment to working with communities, including First Nations communities, to develop vehicles for more direct community participation in fisheries decision-making, in order that the diversity of interests in communities are reflected in such decisions.

## COMMUNICATION ACTIVTIES

Our commitment to multiculturalism is reflected throughout the ministry programs and can be seen in a particularly striking way in the manner in which the Ministry works with First Nations and communities. Numerous information bulletins and press releases reflecting this commitment were made available to staff, the media and clients, particularly those reflecting the fundamental Ministry belief that First Nations, communities, and stakeholders

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# Fisheries

must be given a more effective role in influencing major fisheries policy and fisheries management decisions that so profoundly effect them.

The signing of the BC-Aboriginal Fisheries Commission Letter of Agreement on Fisheries Information in July 1998 is a specific example of an action which illustrates the ministry commitment to ensuring that its policies and programs are informed by the perspectives, interests and needs of First Nations.

The Ministry received and distributed promotional material on multiculturalism, including posters drawing staff attention to Multiculturalism Week (Feb. 14–20/99).

## STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION DESCRIPTION | TARGET GROUP | DEPARTMENT/BRANCH | # OF PARTICIPANTS AND SESSIONS |
|---|---|---|---|
| Culturally Responsive Service Delivery | Front line staff | Intergovernmental Relations Branch;<br>Fisheries Management Branch | Four attended one session |
| Forum on Employment equity | Deputy Ministers and Executive Sponsors | Ministry | Two at one session |

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

Since the Ministry is so new, no specific reviews of the ministry's programs, services, policies and legislation for multiculturalism issues occurred during 1998-99.

One of the areas where the Ministry has been effective in implementing multiculturalism was in recommending appointments to the Board of Fisheries Renewal BC so that it reflected the cultural diversity of the clients and communities it serves.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/ BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| Consulted with client communities for feedback on ministry policies, programs and services | Cross ministry | Ongoing | Direct feedback via phone, fax, letters |
| Promoted multiculturalism throughout the ministry through use of the Intranet to distribute information about events, initiatives, relevant news clippings, etc. | Cross ministry | Ongoing | Tracked number of items distributed to staff |
| Recognized and promoted "The Day for the Elimination of Racism", "National Aboriginal Day", "International Women's Day", and "Multiculturalism Week" | Cross ministry | March 21, 1999<br>June 1998<br>March 8, 1999<br>February 14-20, 1999 | Posters distributed and displayed |

# Fisheries

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## MAJOR NEW ACTIONS PLANNED FOR 1999–2000

In addition to the above mentioned continuing initiatives, the Ministry of Fisheries will take on the following major new actions.

1. Establish a Multiculturalism Policy, by October 1999, to enhance staff awareness and formally commit the ministry to implement this government priority (measure by development, signoff and distribution of the policy to all staff and to all new staff as they join the ministry).
2. Ensure an Employment Equity and Multiculturalism Program Manager or Representative is appointed to assist management in developing and delivering the action plan, by October 1999, to ensure adequate resources are dedicated to implement this program (measure by success in meeting program objectives).

# Forests

## EXECUTIVE SUMMARY

The ministry's Executive remain committed to equity and diversity initiatives. Support was shown in many different ways including, but not limited to:

- having equity and diversity issues as a regular agenda item at Executive meetings
- maintaining staff levels in the equity and diversity office
- protecting the equity and diversity budget despite claw-backs experienced throughout the year
- communicating to staff equity and diversity initiatives (both at the executive and local management level)

While the ministry was challenged in its ability to train staff on multicultural issues due to budget cuts, it was still able to make significant strides in encouraging staff to explore, understand and accept cultural differences.

The Equity and Diversity Office, in conjunction with the provincial and local Equity and Diversity Advisory Committees, continued to advance its information network that advises and educates employees on multicultural issues and initiatives that happen throughout the province, country and the world.

The ministry continues in striving to create a work environment that welcomes values and respects the diverse cultures of the communities it serves, as well as providing a workplace that is free of racism, harassment and discrimination.

In fiscal 1998/99 the Ministry of Forests was assigned 4229 FTEs.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Ministry of Forests follows the policy of the province as outlined in the *Multiculturalism Act*. Although the ministry does not have a specific multiculturalism policy, it does have a plain language Discrimination and Harassment in the Workplace policy which promotes a work environment free from discrimination and the delivery of programs and services that are sensitive to the multicultural reality of British Columbia.

The Ministry of Forests strongly believes that equity and multiculturalism issues are intrinsically linked and should not be dealt with as separate entities. The Ministry of Forests' on-going commitment to multiculturalism is reflected in its equity and diversity principles, initiatives and its Equity and Diversity Action Plan. This plan is endorsed by Executive and is made available to all staff for review.

The ministry strives to create a work environment that welcomes, values and respects the diverse cultures of the communities it serves.

Multiculturalism is the responsibility of the Equity and Diversity Office. The office consists of a Manager, Equity and Diversity, and an Equity and Diversity Advisor. Clerical services are provided by the ministry's Human Resources Branch, Administrative section.

The Manager of Equity and Diversity reports directly to the Director, Human Resources and meets regularly with the Assistant Deputy Minister, Revenue and Corporate Services Division, who sits as a regular member on the Executive Committee. The position also works in consultation with the ministry's Equity and Diversity Advisory Committee.

The Equity and Diversity Advisory Committee is comprised of one member from each of the six regions and three divisions. The mandate of the Advisory Committee is to oversee the implementation of the ministry's employment equity and multiculturalism strategies and the integration of the principles of equity and diversity into the way the ministry does business. The committee is co-chaired by the Manager, Equity and Diversity and the Assistant Deputy Minister, Revenue and Corporate Services Division.

The majority of regions and divisions have a equity and diversity group that are comprised of local district and branch members and their regional and divisional advisory committee representative. The committees have a similar mandate as the provincial committee, dealing with strategies and issues at the local level. These committees have contact with their branch and regional management teams directly, or through a senior manager representative. Most regions are striving to ensure that equity and diversity issues are part of the regular Regional Management Team meetings.

The Manager, Equity and Diversity is a member of the Interministerial Committee on Multiculturalism.

The 1998/99 Budget for the Equity and Diversity Office was $180,544.

All branch directors, district and regional managers are required to develop local equity and diversity action plans. These plans include strategies to raise awareness of multiculturalism issues and increase the representation of target groups, including visible minorities. These initiatives are incorporated into a ministry equity and diversity action plan and managers are held accountable for achieving stated goals.

Action plans developed at the local level are made available to the response centre's staff. The ministry's equity and diversity action plan, once approved by the Executive Committee, is made available to all staff.

Achievements/shortfalls towards goals and objectives are reviewed by the various committees and reported to the appropriate Executive/Divisional/Regional management meetings for review, discussion and direction.

## COMMUNICATION ACTIVTIES

The deputy minister includes information about equity and diversity initiatives in his letters to all staff (i.e. new action plans; mentoring, outreach).

The ministry continues to support multicultural organizations through attendance and promotion of attendance of special events and annual general meetings as invited, such as:

- annual and monthly general meetings of the BC Government Employee Associations for Visible Minorities, as well as the Aboriginal Employees Association
- attendance of Rosemary Brown's lecture in support of BC Black History Awareness Society by the Executive Sponsor
- local community events supporting multiculturalism week and multicultural events (i.e. Multiculturalism Act Now conference for youth; ICA -Year of the Rabbit Bake Sale; Chinese New Years events)

The Equity and Diversity Office continues to post articles related to and sensitive to equity and diversity on the bulletin board BBEENEWS and the ministry's equity and diversity website such as:

- Equity and Diversity Action Plan;
- Workforce Profile results;
- Mentoring program;
- Multi-faith Calendar; and
- Other awareness initiatives (such as March 21, Day for the Elimination of Racism; programs presented during Multiculturalism Week; June 21 Aboriginal Awareness Day, Chinese New Year, etc).

## STAFF TRAINING AND DEVELOPMENT

Due to budget restraints, the Ministry of Forests was limited in the number of training sessions that it could sponsor. To ensure that employees are afforded the opportunity to attend training in multicultural subjects, the ministry tried to take advantage of partially filled sessions offered by other ministries by advertising to staff sessions and locations of sessions available.

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| Aboriginal Awareness | Ministry of Aboriginal Affairs staff | Victoria | 3 staff were able to take advantage of seats available |
| Labour Relations Update | Ministry human resources staff; managers and supervisors | All regions and divisions | Approximately 500 employees in 26 sessions |
| Equity and Diversity Training | Ministry Regional/ Divisional Equity and Diversity Committees | Prince George; Cariboo; Nelson; Smithers and Forest Division | Five sessions; +/-40 employees |
| Preventing Harassment and Discrimination in the Workplace | All new ministry staff | Various Locations | 1117 in +/-56 sessions |
| Train the Trainer for Preventing Harassment and Discrimination in the Workplace sessions | MELP; Forests and Health | Victoria and Campbell River | 5 |
| Valuing and Welcoming Diversity | ELS sponsored course | Equity and Diversity Office | 2 |
| Reasonable Accommodation | ELS sponsored course | Equity and Diversity Office | 1 |

# Forests

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

A review of the ministry's policies, programs, services and legislation are ongoing to ensure they are fair and equitable.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

The Ministry of Forests monitors progress in multicultural activities through:

- reviewing action plan progress to date at both the provincial and local levels
- reporting progress and shortfalls to management teams on regular intervals
- regularly reporting accomplishments achieved at local levels to the Equity and Diversity Office

Significant initiatives include, but are not limited to:

***National Aboriginal Day (June 21, 1998):***

- Various activities province-wide occurred in celebration of National Aboriginal day.
- Cariboo Forest Region regional manager distributed information on internet sites related to aboriginal issues/customs
- Chief Jean Williams from the Sugar Cane Band spoke on culture and traditions
- youths from the Kluskus reserve toured the Quesnel Forest District Office
- the Aboriginal Affairs Manager spoke on First Nations issues
- An Ojibway staff member of the Mackenzie Forest District hosted a smudging ceremony for staff. Other staff brought in native art, sculptures and other sculptures form home
- Aboriginal Affairs Branch in Victoria set up a display, held a lunch-time video presentation and offered bannock, honey and smoked salmon
- Invermere Forest District held a luncheon followed by video and discussion on "A Class Divided"

***Discrimination and Harassment information distribution:***

- New information brochure was distributed to all employees in September
- Protection branch submits information re: zero tolerance for racism in all Unit Crew application packages sent out (+/- 1,000 packages)
- North Coast Forest District distributed an employee developed information package on standards of conduct/harassment and discrimination to address a harassment and discrimination issue. The document was successful in its attempt.

***Cultural Awareness:***

- The Horsefly Forest District offers their old base camp to First Nations for traditional use. District staff are invited to attend and join them for a meal
- Nelson Forest Region encourages staff to attend First Nations workshops on Cultural Diversity
- Prince Rupert Forest Region encourages First Nations Cultural Awareness training
- Two districts in Kamloops Forest Region conducted Cultural Awareness Workshops
- Intercultural Association of Greater Victoria provided a presentation to Victoria based staff on winter celebrations. The presentation included a potluck and explored various cultural traditions (information was recapped in newsletter accessible by all staff)

***Multiculturalism Week (Feb 15–21, 1999):***

Various activities province-wide occurred in celebration of Multiculturalism Week.

- Equity and Diversity Advisory Committee launched a multicultural cookbook site. The site provided links to other multicultural sites; provided a brief history on Multiculturalism in BC and asked employees to submit recipes, stories and pictures celebrating their favorite culture(s)

- Victoria: several branches had maps set up for employees to trace their heritage.
  - Human Resources Branch held a multicultural potluck "cook-off"
  - Forestry Division presented a staff's Journey into Mexico" slide show as well as hosting "Ethnic Finger Foods" coffee break potluck. Staff were encouraged to submit name of dish, recipes, their name, the country of origin and an anecdote in support of the multicultural cookbook web site
  - Research Branch hosted a potluck and slide show

- Port McNeill Forest District hosted a brown bag lunch and slide presentation from a staff's trip to the Philippines, southeast Asia; Burma and Nepal

- 100 Mile House Forest District held a contest (the prize was a world atlas of nations), posted a world map inviting people to identify where they were born and the rough geographic location of their ancestry, and invited people to enter recipes in the electronic multiculturalism cookbook. They also attempted a multicultural dinner

- Cariboo Forest Regional office hosted a potluck; held a poster campaign and distributed information via Email to all staff
- Nelson Forest Region did a poster campaign and sent out information via Email
- Smithers Forest Regional office traced staff's heritage on a world map and distributed information to staff. Several districts showed the video "The Courage to Stand"
- Kamloops Forest Region had five district offices host multicultural potluck lunches. Penticton Forest District had an extensive display of cultural items brought in by staff

***Chinese New Year (February 16, 1999):*** Information was sent out to all staff in recognition of Chinese New Year

***Other:*** The ministry was presented with an award by the Provincial Advisory Council On Multiculturalism in recognition of increasing diversity and representation in the awarding of contracts.

- Representatives form the Cariboo Forest Regional Office met with Inder Mehat from Multiculturalism BC for a consultation meeting to discuss community development issues. The group was able to clear some misunderstandings around contracting and expressed a willingness to support the initiative.
- The ministry supported the Visions for the Future - Career Development Conferences for Aboriginal Youth.
- In Prince Rupert Region, aboriginal employment clauses are a part of Small Business contracts.
- The ministry chairs outreach committees in Nelson and Williams Lake; reps for other regions have been established including two reps for the Victoria Outreach Committee. Goals include establishing contacts with, and increasing representation of, designate group members, including visible minorities.
- Expertise within the ministry's protection branch is recognized internationally. There are opportunities for staff to work in other countries, as well as to have other countries' staff work in BC (the reporting year included working opportunities with China, Korea and Malaysia). These opportunities provide staff with a better understanding and appreciation of cultural differences.
- Lillooet Forest District staff attended a totem pole raising field trip.

## ACTION PLAN FOR 1999/2000

At the ministry's Equity and Diversity Advisory Committee meeting held in May 1999, the committee agreed to:

- ensuring all Regions and Divisions will have active local equity and diversity advisory committees established in the 1999/2000 fiscal year
- developing future action plans that will tie into the ministry's annual business planning cycle. As the ministry is still facing budgetary restraints, the action plan will rank priorities so that initiatives that cannot be completed this year due to lack of funding will not be missed in future action plans
- adopting a co-ordinated education approach on disability issues which will include a segment on how disabilities affect everyone and discrimination issues that persons with disabilities are faced with
- continuing to support, promote and advertise multicultural events
- continuing to review programs, services, policies and legislation to identify and remove barriers that impede multicultural progress

These goals will be incorporated the ministry's Equity and Diversity Action Plan due June 30, 1999.

# Health and Seniors

## EXECUTIVE SUMMARY

The Ministry of Health continues to experience some revision and restructuring, which began with the regionalization of health care in 1997. Many of the ministry's programs and services, including some multicultural initiatives, have been transferred to health authorities or, in some cases, the Ministry for Children and Families.

The Ministry of Health, with 3,547 FTE's (full-time equivalents), continues to assist many of the new regional and community authorities in their planning activities as they address issues of multicultural health.

Some programs, which remain the responsibility of the Ministry of Health, are targeted to specific multicultural populations. The Office of the Provincial Health Officer and Preventive Health maintain a strong focus on identifying and addressing the service needs of the multicultural community. Other Ministry departments/programs such as the Vital Statistics Agency and the Medical Services Plan (MSP) continue to provide multi-lingual communications and/or educational materials.

The ministry's multiculturalism policy, published in *Policy Frameworks on Designated Populations,* April 1995, helps to guide the ministry in it's multicultural planning. The ministry's strategic/operational plans continue to include multicultural objectives.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Ministry of Health's Multiculturalism Committee, established in October 1995, includes representatives from many ministry program areas. The committee is mandated to address cultural and linguistic barriers to effective program delivery. The Committee examines multicultural issues within the Ministry of Health and reviews large ministry programs/initiatives for possible services such as translation.

The Ministry of Health has developed health policy frameworks to deal with service and health status issues for designated populations who have not always experienced equity in these areas.

## COMMUNICATION ACTIVITIES

English is used in most Ministry publications, communications material and advertising (TV, radio and print). Translation of written material and television advertising is done when it is particularly important to certain communities. Individual program information such as some Health Files and Vital Statistics information is translated into Chinese and Punjabi. The Ministry of Health is contributing some of these materials and others to a translated health information database, available on the Internet.

The main Ministry of Health office in Victoria maintains a list of employees who are available to act as interpreters for clients. As well, the Medical Services Plan (MSP) maintains a resource listing of employees who are able to provide interpretation services.

Ethnic news media are regularly included in the ministry's notification process for upcoming news conferences and events, and in the ministry's distribution of news releases.

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## Health and Seniors

### STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/ BRANCH | # OF PARTICIPANTS AND SESSIONS |
|---|---|---|---|
| Provided funds for staff to attend "Culturally Responsive Service Delivery" as available through Employee Learning Services. This course is for staff who provide services directly to the public and others who want to effectively deal with communication, attitudinal and systemic barriers to serving diverse clients as required under the Multiculturalism Act. Offerings were advertised in Staff Development and Training 98/99 Course Calendar | All Ministry of Health staff | Staff Training | 51 employees attended. |
| Staff Development and Training ensured that all staff, supervisors and managers, had an opportunity to attend the mandatory Discrimination and Harassment Avoidance training. | [illegible] staff and management | Staff Training | 15 sessions where 182 staff were trained; 4 sessions for Managers/Supervisors within MOH and 55 where people participated. |
| MOH Executive supported time and resources for designated group members to participate in the Mentoring Program, and supported employees to attend the Visible Minority and Aboriginal Employee Association meetings. The MOH hosted the Annual General Meeting of the Visible Minority Employee Association. | All Ministry of Health employees | Staff Training | Unknown |
| Human Resources Staffing and Administration and Staff Development and Training encouraged designated group members (including visible minorities and aboriginal employees) to receive training and participate on selection panels. Guide to Staffing Workshops were held in June and September 1998. | All Ministry of Health employees | Staff Training and Human Resources | N/A |
| Harassment Avoidance/Human Rights Training (on duty to accommodate under Human Rights legislation) was sponsored by Staff Development and Training | All Ministry of Health employees | Staff Training | 37 employees attended this training; 30 Executive attended an Executive briefing session. |
| Staff Development and Training promoted and held Workplace Writing/Workplace Literacy – three 12-week sessions were offered. One of the target audiences for this training was employees whose English is not the employees' first language. | Employees whose first language is not English | Staff Training | Unavailable |

### REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

Some ministry programs have incorporated goals and objectives in regard to multiculturalism; those programs are reviewed for their multicultural focus, as needed. New and revised legislation and revised services are reviewed for their impact on the multicultural community.

Most of the province's health services are now the responsibility of regional health authorities such as Regional Health Boards, Community Health Councils and Community Health Service Societies. One of the planning principles for boards and councils is that their management plans must consider the needs of designated populations, "including members of ethnocultural groups."

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| Staff Development and Training ensured that all staff, supervisors and managers, had an opportunity to attend the mandatory Discrimination and Harassment Awareness training. | BCGEU staff and management | Staff Training | 15 sessions where 182 staff were trained; 4 sessions for Managers/Supervisors within MOH and 23 where people participated. |
| MOH Executive supported time and resources for designated group members to participate in the Mentoring Program, and supported employees to attend the Visible Minority and Aboriginal Employee Association meetings. The MOH hosted the Annual General Meeting of the Visible Minority Employee Association. | All Ministry of Health employees | Staff Training | Unknown |
| Human Resources Staffing and Administration and Staff Development and Training encouraged designated group members (including visible minorities and aboriginal employees) to receive training and participate on selection panels. Guide to Staffing Workshops were held in June and September 1998. | All Ministry of Health employees | Staff Training and Human Resources | N/A |
| Reasonable Accommodation Training (the duty to accommodate under Human Rights legislation) was sponsored by Staff Development and Training | All Ministry of Health employees | Staff Training | 27 employees attended this training. 20 Executive attended an Executive Briefing Session. |
| Staff Development and Training promoted and held sessions concerning Workplace Literacy - three 12-week sessions were offered. One of the target audiences for this training were employees where English is not the employees' first language. | Employees whose first language is not English | Staff Training | Unavailable |

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

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# Health and Seniors

## SIGNIFICANT CONTINUING INITIATIVES/ADDITIONAL COMMENTS

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/ BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| **Medical Services Plan** | | | |
| Medical Services Plan—Multicultural Information<br>Information sessions for new immigrants/ethnocultural groups provided by MSP, primarily in the Lower Mainland on how to register for MSP benefits, what services are available and how to access them | MSP, Registration and Premium Billing | Fiscal year 1998/99 | NA |
| Funding of general practitioner services to the Vancouver/Richmond Health Board for primary medical care at the Bridge Health Clinic, Mount Saint Joseph Hospital, Vancouver: serving refugees and marginalized immigrant residents in the Greater Vancouver area. Annual cost: approximately $60,000. | MSP Alternative Payments Program | Fiscal year 1998/99 | NA |
| Funding of 364 specialist sessions | MSP Alternative Payments Program | Fiscal year 1998/99 | NA |
| Funding to Vancouver/ Richmond Health Board for physician services for specialized preventative health clinics serving women of Asian origin. Annual cost approximately $6,000. | MSP Alternative Payments Program | Fiscal year 1998/99 | NA |
| Funding of general practitioner services to Rainbow Community Health Co-operative, Surrey for primary health care serving a multicultural community with a significant Indo-Canadian population. Annual cost: approximately $30,000. | MSP Alternative Payments Program | Fiscal year 1998/99 | NA |
| **Office For Seniors** | | | |
| Translation of International Year of Older Persons Brochure and Folder into Punjabi | Office for Seniors, Strategic Planning and Pharmacare | Feb–Dec 1999 | Mailed to Indo-Canadian and larger multicultural orgs. in the province. Distributed at the public forums of the Seniors' Advisory Council. |
| Translation of International Year of Older Persons Brochure and Folder into Chinese | Office for Seniors, Strategic Planning and Pharmacare | Feb–Dec 1999 | Mailed to Chinese and larger multicultural orgs. in the province. Distributed at the public forums of the Seniors' Advisory Council. |
| **British Columbia Vital Statistics Agency** | | | |
| *Multiculturalism initiatives 1998/99*<br>Multi-lingual Brochure series:<br>- Guides to services and completing forms are available in Chinese and Punjabi/English.<br>- Began project to update content to match revised forms | British Columbia Vital Statistics Agency | On-going<br>Spring 1999 | Feedback from staff and service providers; Customer satisfaction survey |
| *Multicultural action plan 1999/00*<br>Multi-lingual Brochure series:<br>- Will publish and distribute new bilingual series with updated content for Chinese, Punjabi and Vietnamese.<br>- Will investigate the need to provide guides in additional languages | British Columbia Vital Statistics Agency | Summer 1999 | Feedback from staff and service providers; Customer satisfaction survey |

## Health and Seniors

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/ BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| **Provincial Health Officer** | | | |
| Provincial Health Officer's Annual Report: A report on the health status of British Columbians, inequities in health status, and actions that can be taken to improve population health. Where data permit, reports highlight inequalities that exist among population groups, e.g., Aboriginal peoples, immigrants. Reports have emphasized freedom from discrimination and the ability to participate fully in the activities of community life as important determinants of health | Office of the Provincial Health Officer, Ministry of Health | Ongoing. Production of an annual report is a legislated requirement (Health Act, Section 3) | Recommendations in each year's report are tracked. |
| **Preventive Health** | | | |
| BC Heart Health Demonstration Project – 4 pilot sites were encouraged to consider all cultural groups for inclusion into the Program | Cardiovascular Disease Program/Preventive Health | Ongoing | Statistical reporting |
| Health Files – those Files pertaining to immunization have been updated in a number of different languages, e.g., Chinese, Punjabi and Spanish | Public Health Nursing/ Preventive Health | 1998/99 | File availability |
| Proposed policy initiative to address special needs of immigrants and their dependents around immunization, especially Hepatitis B | Public Health Nursing/ Preventive Health | Current | Pending funding approval |
| Dial-a-Dietician – provision of nutritional information by telephone, and in multiple languages, e.g., Chinese and Punjabi | Public Health Nutrition/ Preventive Health | Ongoing | Statistical |
| Federal/Provincial Nutrition Survey – nutritional survey being provided in multiple languages, e.g., French, Chinese and Punjabi | Public Health Nutrition/ Preventive Health | 1999 | Utilization statistics |
| Translation of Hearing Loss and Hearing Aid Information pamphlets into several languages, e.g., Chinese and Punjabi | Public Health Audiology/ Preventive Health | 1998/99 | Pamphlet availability |
| **Communications and Issues Management** | | | |
| Public awareness television and radio ads in Chinese language versions are part of government's strategy to protect children from tobacco, as are program materials in Chinese and Punjabi (98/99 fiscal); | Communications and Issues Management | Fiscal year 98/99 | Public feedback |
| Minister's opinion/editorial columns on health issues appear in Chinese and Punjabi publications (February and March, 1999); | Communications and Issues Management | February and March, 1999 | Public feedback |
| Television ads encouraging B.C. women to use B.C.'s Screening Mammography Program for early detection of breast cancer are produced with Chinese language narration (October, 1998); | Communications and Issues Management | October, 1998 | Public feedback |

# Health and Seniors

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/ BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| **Significant Continuing Initiatives/Additional Comments** | | | |
| Normanna Rest Home – The construction of a 100 bed multi-level care facility to replace existing facilities in Burnaby, which will primarily serve elderly residents from the Norwegian community. Funded by the Ministry of Health. | Regional Operations | To open in August, 1999 | To be determined |
| S.U.C.C.E.S.S. – This society's project involves the construction of a 100-bed multilevel care facility in Vancouver, which will primarily serve elderly clients from the Chinese community. Construction funds have been approved. | Regional Operations | Anticipated completion in spring of 2001 | To be determined |
| Diversity and Multiculturalism Committee – In the lower mainland, Ministry of Health has a representative on this committee. | Regional Operations | Ongoing | Minutes of meetings |
| Translated Health Information Database/Website – Developed by the Diversity and Multiculturalism Committee of the Lower Mainland with some funding from the Ministry of Health. | Regional Operations | Website available February, 1999 | N/A |

## ACTION PLAN FOR 1999–2000

A number of program areas within the Ministry of Health have individual action plans in regard to multiculturalism for 1999–2000. They include the Medical Services Plan, Office for Seniors and the Office of the Provincial Health Officer.

# Human Resources

## EXECUTIVE SUMMARY

The Ministry of Human Resources vigorously promoted multiculturalism during 1998–1999 with a number of initiatives that arose directly from staffs' suggestion and input. These initiatives included:

- Publication of the poster, "Give Respect, Get Respect, Each of Us Deserves Respect." The subtext of the poster, "We all smile in the same language," was conceived of by Ministry of Human Resources (MHR) staff in the lower mainland and Victoria and the design was created by an artist on a Public Service Training Placement (for persons with disabilities) with the ministry. It was distributed to all other ministries and 2,500 copies were distributed to schools, job fairs and aboriginal organizations.
- Publication in brochure format of the ministry's Diversity Policy. This attractive brochure will be included in the orientation package for all new employees. It has been published to the ministry's web site as well: (http://www.mhr.gov.bc.ca/ministry/diversty.htm)
- Partnership with community agencies and First Nations to produce "on-demand" workshops requested by line staff (e.g. Sto:Lo Culture, Iranian Culture).

The ministry continued to focus on embedding multiculturalism in its programs, policies and practices:

1. The core competencies of Financial Assistance Workers were revised to include skills in working with a diverse public.
2. The competencies for Business Managers and Associate Regional Executive Officers were defined to include equity and diversity skills and abilities.
3. The performance appraisal process is under review and will include behaviours related to welcoming and valuing diversity.
4. In response to community feedback, changes were enacted to legislation and policy to enable convention refugees to apply for regular income assistance and benefits.

The ministry continued to support a province-wide diversity committee that reflects diversity in culture as well as geography and job classification. During fiscal 1998-1999, the ministry supported multiculturalism initiatives with a budget of $54,000 (fully expended).

The ministry takes pride in the fact that all commitments made in the 1998 multiculturalism action plan were completed.

## GENERAL INFORMATION CHECKLIST

1. The Ministry of Human Resources dedicates 1 FTE to a Manager of Diversity (multiculturalism and employment equity). Additionally, during 1998-99, one Public Service Training Placement was dedicated to multiculturalism projects.

2. The Ministry of Human Resources has a multiculturalism policy. It was approved in May 1997.

3. The ministry's business plans and values include multiculturalism objectives.

4. The Manager for Diversity is responsible for multiculturalism and communicates with the Assistant Deputy Minister, Finance and Management Services who is also the Executive Sponsor for Multiculturalism/Employment Equity.

5. The Ministry of Human Resources reviews its legislation, policies, programs and services on an ongoing basis for issues in multiculturalism.

## CORPORATE COMMITMENT AND IMPLEMENTATION

1. The Ministry of Human Resources' Values statement includes the following:

   "The ministry values: people in all their diversity;" and "partnerships with communities."

   The ministry's Diversity Policy further states:

   "The Ministry of Human Resources values and welcomes diversity in its staff and clients and is committed to building a work environment that is free from all forms of harassment and discrimination: and

   "is committed to creating and providing equitable access to service for a diverse public through consultation with service users and community groups and by providing staff with the knowledge, skills and abilities to deliver culturally responsive services."

2. The Manager for Diversity reports to the Manager, Personnel Planning. The ministry has a Diversity Committee that is drawn from all regions of the province and that reflects diversity in its membership. The committee meets three times per year and has the support of the Executive Sponsor for Multiculturalism/Employment Equity.

   The Ministry of Human Resources supports multiculturalism initiatives with a budget of $54,000 annually.

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## Human Resources

3. Currently, multiculturalism goals and objectives are reflected in the competencies as defined for Associate Regional Operating Officers and Regional Business Managers. The following competencies which apply to day to day operations, are included for these managers:

- "practices inclusive communication and builds a regional culture where both staff and clients feel listened to and valued;"
- "works cooperatively with stake holders and understands the needs of different communities;"
- "adapts communication style and content to communicate effectively across systems and cultures in order to create new partnerships which assist our clients to attach to the labour market;"
- "builds community partnerships and consults inclusively with leaders, groups, agencies, First Nations and others to mutually resolve issues;" and,
- "creates a work environment within the region where staff have the opportunity to reach their full potential in a workplace free from harassment and discrimination."

The core competencies for Financial Assistance Workers (FAWs), who work with members of the public, include the following skills and abilities:

- "Build and maintain effective community relations;"
- "Respect differences in values, cultural/spiritual beliefs and practices;"
- "Accommodate, whenever possible, differences in values, cultural/spiritual beliefs and practices;" and,
- "Consistently model behaviours that are free of bias, stereotypes, labels or judgments."

Multiculturalism objectives are also embedded in the draft version of the ministry's new performance appraisal process, which includes equity and diversity behaviours under leadership, communication, interpersonal and client relations skills.

### COMMUNICATION ACTIVITIES

Corporate commitment to multiculturalism was clearly communicated internally to employees and externally to clients by:

- publication of the multi-lingual Diversity Poster, "Give Respect, Get Respect; We all smile in the same language," which was distributed to all district offices and divisions for posting in public areas, and
- publication of the ministry's Diversity Policy as a brochure that has been distributed to all personnel managers for inclusion in the orientation materials communicated to each new employee.
- creation of an electronic bulletin board, HRBBDIVERS, which published information to all employees on projects and issues relating to multiculturalism on a regular basis.
- two of the ministry's Regional Executive Officers now include diversity issues as a standing agenda item on their management agendas.

### STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/ BRANCH | NUMBER OF PARTICIPANTS |
|---|---|---|---|
| Community Presentation: Polish and Iranian Culture | Line staff and supervisors | Field Services | 30 |
| Employee Learning Services (ELS) course, Towards Culturally Responsive Services | Line staff and supervisors | Field Services | 100 |
| First Nations workshop: Aboriginal Awareness (Williams Lake Friendship Centre) | Line staff | Field Services | 23 |
| First Nations workshop: Sto:Lo Culture (Charlie Long House) | Line staff | Field Services | 40 |
| Welcoming and Valuing Diversity (1 day course) | All staff | Field Services | 60 |
| ELS course, Welcoming and Valuing Diversity (2-day course) | Managers and supervisors | Field Services | 25 |
| Community Presentation: Iranian Culture | Line staff | Field Services | 40 |
| ELS course, Reasonable Accommodation | Supervisors | Field Services | 10 |

## Human Resources

In addition to the above workshops, awareness of multiculturalism was promoted on a spontaneous basis by line staff in the form of potluck luncheons and social get-togethers to celebrate cultural differences. Seven district offices reported participating in such cultural events.

### REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

Policy and legislation reviews undertaken during 1998-1999 were as follows:

- In July 1998, the BC Benefits legislation was amended so that convention refugees were able to receive regular income assistance and benefits, including medical coverage and school allowances. Previously, applicants were required to have permanent residency status to be eligible for regular benefits. Only hardship was available for refugees awaiting landed immigrant status.
- In November 1998, the list of primary documents that will be accepted by the ministry from BC Benefits applicants was changed to include the Native Status card issued by the Department of Indian Affairs.
- In March 1999, changes to policy were made to allow the ministry to provide assistance to families where one adult member does not meet the residency status requirement. Previous policy required all members of the family to be Canadian citizens or permanent residents-the entire family was ineligible for any form of assistance if one adult had no status in Canada (i.e. was a visitor, student).

Program reviews undertaken during 1998-1999 were as follows:

- The Knowledge, Skills and Abilities (KSA) exam for financial assistance workers was analyzed for hidden barriers and cultural bias.
- Competencies for Financial Assistance Workers were reviewed and now include skills and abilities required to work with a diverse public.

### REVIEW OF COMMITMENTS MADE IN THE 1998 ACTION PLAN

| 1998/99 ACTION PLAN/PLANNED INITIATIVES | STATUS |
|---|---|
| Design and implement Exit Interview | Completed |
| Barriers Analysis of written exam for Financial Assistance Workers | Completed |
| Provide [illegible] events for all regions | Completed |
| Partnerships with First Nations | Completed two sessions of [illegible] cultural workshops for [illegible] job fair and cultural program |
| Design and publish diversity poster, [illegible] (with multi-lingual tag, "We all speak in the same language") | Completed: distributed to all other [illegible] schools, aboriginal and community agencies |
| Workshop: Towards Culturally Responsive Service | Completed three dedicated sessions plus individual enrollments in Employee Learning Services sessions (over 100 staff) |
| Workshop: [illegible] staff to clients with mental health problems | Completed [illegible] dedicated sessions for 200 staff |

# Human Resources

3. Currently, multiculturalism goals and objectives are reflected in the competencies as defined for Associate Regional Operating Officers and Regional Business Managers. The following competencies which apply to day to day operations, are included for these managers:

- "practices inclusive communication and builds a regional culture where both staff and clients feel listened to and valued;"
- "works cooperatively with stake holders and understands the needs of different communities;"
- "adapts communication style and content to communicate effectively across systems and cultures in order to create new partnerships which assist our clients to attach to the labour market;"
- "builds community partnerships and consults inclusively with leaders, groups, agencies, First Nations and others to mutually resolve issues;" and,
- "creates a work environment within the region where staff have the opportunity to reach their full potential in a workplace free from harassment and discrimination."

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- "Respect differences in values, cultural/spiritual beliefs and practices;"
- "Accommodate, whenever possible, differences in values, cultural/spiritual beliefs and practices;" and,
- "Consistently model behaviours that are free of bias, stereotypes, labels or judgments."

Multiculturalism objectives are also embedded in the draft version of the ministry's new performance appraisal process, which includes equity and diversity behaviours under leadership, communication, interpersonal and client relations skills.

## COMMUNICATION ACTIVITIES

Corporate commitment to multiculturalism was clearly communicated internally to employees and externally to clients by:

- publication of the multi-lingual Diversity Poster, "Give Respect, Get Respect; We all smile in the same language," which was distributed to all district offices and divisions for posting in public areas, and
- publication of the ministry's Diversity Policy as a brochure that has been distributed to all personnel managers for inclusion in the orientation materials communicated to each new employee.
- creation of an electronic bulletin board, HRBBDIVERS, which published information to all employees on projects and issues relating to multiculturalism on a regular basis.
- two of the ministry's Regional Executive Officers now include diversity issues as a standing agenda item on their management agendas.

## STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/ BRANCH | NUMBER OF PARTICIPANTS |
|---|---|---|---|
| Community Presentation: Polish and Iranian Culture | Line staff and supervisors | Field Services | 30 |
| Employee Learning Services (ELS) course, Towards Culturally Responsive Services | Line staff and supervisors | Field Services | 100 |
| First Nations workshop: Aboriginal Awareness (Williams Lake Friendship Centre) | Line staff | Field Services | 25 |
| First Nations workshop: Sto:Lo Culture (Charlie Long House) | Line staff | Field Services | 40 |
| Welcoming and Valuing Diversity (1 day course) | All staff | Field Services | 80 |
| ELS course, Welcoming and Valuing Diversity (2-day course) | Managers and supervisors | Field Services | 20 |
| Community Presentation: Iranian Culture | Line staff | Field Services | 40 |
| ELS course, Reasonable Accommodation | Supervisors | Field Services | 10 |

In addition to the above workshops, awareness of multiculturalism was promoted on a spontaneous basis by line staff in the form of potluck luncheons and social get-togethers to celebrate cultural differences. Seven district offices reported participating in such cultural events.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

Policy and legislation reviews undertaken during 1998-1999 were as follows:

- In July 1998, the BC Benefits legislation was amended so that convention refugees were able to receive regular income assistance and benefits, including medical coverage and school allowances. Previously, applicants were required to have permanent residency status to be eligible for regular benefits. Only hardship was available for refugees awaiting landed immigrant status.

- In November 1998, the list of primary documents that will be accepted by the ministry from BC Benefits applicants was changed to include the Native Status card issued by the Department of Indian Affairs.

- In March 1999, changes to policy were made to allow the ministry to provide assistance to families where one adult member does not meet the residency status requirement. Previous policy required all members of the family to be Canadian citizens or permanent residents-the entire family was ineligible for any form of assistance if one adult had no status in Canada (i.e. was a visitor, student).

Program reviews undertaken during 1998-1999 were as follows:

- The Knowledge, Skills and Abilities (KSA) exam for financial assistance workers was analyzed for hidden barriers and cultural bias.

- Competencies for Financial Assistance Workers were reviewed and now include skills and abilities required to work with a diverse public.

## REVIEW OF COMMITMENTS MADE IN THE 1998 ACTION PLAN

| 1998/99 ACTION PLAN/PLANNED INITIATIVES | STATUS |
|---|---|
| Design and implement Exit Interview | Completed |
| Barriers Analysis of written exam for Financial Assistance Workers | Completed |
| Provide workshops/multiculturalism events for all regions | Completed |
| Partnerships with First Nations | Completed two sessions of Sto:Lo culture workshops for 40 staff; attended Sto:Lo job fair and cultural program |
| Design and publish diversity poster, "Give Respect, Get Respect" (with multi-lingual ing, "We all smile in the same language") | Completed; distributed to all other ministries plus say- schools, aboriginal and community agencies |
| Workshop, Towards Culturally Responsive Services | Completed three dedicated sessions plus individual enrollments in Employee Learning Services sessions (total 100 staff) |
| Workshop, Discoverability 2 (goal: to sensitize staff to clients with mental health problems) | Completed six dedicated sessions for 120 staff |

# Human Resources

## SIGNIFICANT CONTINUING INITIATIVES

| ACTIVITY/INITIATIVE | DEPARTMENT/BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| The ministry will continue to offer the following Employee Learning Services (ELS) workshops to staff:<br>• Towards Culturally Responsive Services<br>• Welcoming and Valuing Diversity<br>• Reasonable Accommodation | The ministry's Diversity Program will cover registration costs for staff from the field and headquarters divisions to attend these workshops. | Ongoing, according to the ELS schedule of course offerings. | Numbers of participants can be pulled from CHIPS training module. |
| Multiculturalism BC forums and workshops. | The Diversity Program will continue to support attendance of Diversity Committee members and Information Contact Persons (multiculturalism contact in each office) at education sessions and conferences pertaining to multiculturalism. | Ongoing | Registrations will be tracked at the ministry's Staff Training Centre. |
| Analysis of policy and legislation for unintended discrimination against newcomers and culturally specific groups. | Policy and Research Division | Ongoing | Announcements via policy directives. |
| Community-based workshops. | The Diversity Program will continue to respond to district office requests for culturally specific workshops and work with community agencies and groups to offer the requested training. | Ongoing | The Regional Training Advisors will track registrations. |
| Human rights and anti-racism events. | The Diversity Program will continue to cover registration fees for staff to attend community-based workshops and conferences | Ongoing | Registrations will be tracked at the ministry's Staff Training Centre. |

## ACTION PLAN FOR 1999–2000

| CORPORATE GOALS/ OBJECTIVES | ACTIVITY | TIMELINES | OUTCOMES | ACCOUNTABILITY MEASURES |
|---|---|---|---|---|
| Develop cultural competence skills for line staff. | Develop one-day core-training module for line staff (Financial Assistant Worker/Administrative staff),"Interviewing Skills in a Cross-Cultural Environment." | April 1999 preliminary 1/2 day pilot. October 1999 one-day pilot. Offer as a standing course to Regional and Divisional training advisors by Jan. 2000. | Line staff better equipped to provide services to a culturally diverse public. | Regional Training Advisors will track registrations by region. |
| Establish a workplace free of racism and discrimination | Develop Guidelines for Best Practices in Equity and Diversity for supervisors, managers and Executive. | Guidelines to be published on ministries web site by September 1999. | Regional Executive Officers, Directors and Managers to apply equity/diversity lens to management practices. | |
| | Provide prevention of discrimination and harassment training for all staff. | All new employees to be offered ELS course within six months of hire. | Reduction in incidents of discrimination and harassment.<br>Higher retention rates of visible minority and aboriginal employees. | BC Stats comparison of hiring and separation rates for aboriginal and visible minority employees against all employees to detemine if discrepancies exist. |
| | Conduct Exit Interview with all employees. | Exiting employees are mailed Exit Interview form within one month of leaving the ministry. | Identification of any factors which create an unwelcoming workplace. | Results to be communicated to Director of Personnel twice a year. |
| Create networks to promote multiculturalism. | Ministry to sponsor regional forums and conferences on multiculturalism. | At least one regional conference by December 1999. | Enthusiasm and renewal of energy for multiculturalism amongst line staff. | Numbers of staff registered for multiculturalism workshops /conferences |

# Labour

## EXECUTIVE SUMMARY

1. The Ministry of Labour is committed to:

- *Promote harmonious relationships between employers and workers.*
- *Ensure that workers enjoy basic standards of working conditions and compensation and healthy and safe working conditions.*
- *Ensure that employment pension plans meet basic standards in providing retirement income for workers and retired persons.*
- *Promote workplace-based apprenticeship training to ensure that British Columbians have the skills necessary for jobs.*
- *Provide necessary and appropriate support and direction to the independent agencies and crown corporations which are the responsibility of the Minister.*

2. The Ministry of Labour's FTE complement of 449 includes 85 FTEs from the Labour Relations Board and 160 FTEs from the Workers' Compensation Review Board and Advisory Services.

## CORPORATE COMMITMENT AND IMPLEMENTATION

1. The Ministry of Labour welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity. The Ministry is committed to a work environment free from any adverse discrimination.

2. In the Ministry of Labour, the Assistant Deputy Minister, Labour Programs Division is responsible for promoting multiculuralism within the Ministry. The Assistant Deputy Minister reports directly to the Deputy Minister, and is a strong advocate for multiculturalism at Executive Committee table.

3. The Ministry of Labour's goals and objectives are to provide and support multicultural initiatives designed to meet the needs of the diverse populations of British Columbia, including:

- *Employment standards and employment rights.*
- *Workers' compensation and workplace safety.*
- *Labour relations and collective bargaining.*
- *Apprenticeship and industry training and appropriate certification.*
- *Pension standards.*

## COMMUNICATIONS ACTIVITIES

On an ongoing basis, communications activities including:

- Updating staff on multicultural events taking place around the province.
- Distribution of the monthly Multiculturalism BC Calendar of Events to all offices.
- Offering staff training and development programs on diversity.
- Ensuring the workplace continues to be accessible and representative of the general workforce through fair and equitable hiring practices.

The Ministry serves a broad client base throughout the province. Direct communication to the public is primarily at the program level. On a day-to-day basis each program area may be called upon to work with individuals and groups representing that diverse client base. Several program areas routinely make information available in several languages, including Cantonese, Punjabi, Spanish, Vietnamese and Tagalog. Material outlining the certification process is available from the Labour Relations Board in French, Chinese and Punjabi.

The Ministry also has numerous staff with additional language skills and cultural knowledge. An informal roster is maintained of staff who can provide services in different languages and these individuals work across program areas to facilitate service delivery.

In addition the Ministry's corporate commitment to multiculturalism was communicated internally in 1998/99 by:

- Ensuring press releases, public service announcements and media advisories are distributed to media in ethnocultural communities.

- Providing Ministry guidelines for material posted on the internet with consideration for the principle of serving a diverse client base.

- Ensuring all communications projects and initiatives reflect the needs of a diverse audience.

- Where practical, program areas are encouraged and supported in making material available in languages other than English.

- Monitoring and reviewing English-language publications to ensure plain language is used throughout and information will not be ambiguous when viewed in different cultural contexts.

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# Labour

- Supporting program areas in developing liaison with interest groups and media in ethnocultural communities where programs can be expected to impact specific groups, for example, enforcement of employment standards in agriculture effects many members of the Indo-Canadian community and enforcement of standards in the home based textile industry effects members of the Filipino and Chinese-Canadian communities.

The Ministry of Labour has a strong corporate commitment to client education and to ensuring that all British Columbians receive fair treatment in the workplace. The Ministry has made significant and ongoing efforts to provide services and materials in different languages and to structure programs to meet the needs of a diverse client base.

The Ministry is continually requesting input from clients and stakeholders as to how it can improve services to its clients.

The Employment Standards Branch (ESB) has met with the main employment agencies that place foreign domestic workers in British Columbia and is working with these agencies to register and educate employers on the requirements of the *Employment Standards Act* and how it relates to domestic workers. Through this registration process, ESB will be able to contact domestic workers and inform them of their rights. Ongoing analysis of the situation is required to determine what further action is required to ensure domestic workers in British Columbia are treated in a fair and equitable manner.

A combined ESB and Human Resources Development Canada initiative to audit the agriculture industry took place in the spring and summer of 1997, will continue in 1998/99. The main purposes of this enforcement project was to ensure that farm labour contractors were properly licensed and bonded, and that farm workers, primarily members of the Indo-Canadian community, were properly paid. The findings of the audit indicate there is widespread non-compliance with the minimum standards set out in the *Employment Standards Act*. The initiative continues this fiscal year and the Ministry of Labour is currently looking at further options to address this issue.

## STAFF TRAINING AND DEVELOPMENT

| [illegible] | [illegible] | [illegible] | [illegible] |
|---|---|---|---|
| [illegible] | [illegible] | [illegible] | [illegible] |
| [illegible] | [illegible] | [illegible] | [illegible] |
| [illegible] | [illegible] | [illegible] | [illegible] |

(Please note, that low participant numbers are thought to be the result of a high percentage of Ministry staff already trained in these programs. However, after a review of the delivery system (planned for 1999/00), CHIPS will be consulted as to which staff still require training, and an initiative will be launched to focus on getting these staff into the mandatory training sessions.)

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

In the development of legislation, legislative amendments, and policy advice, the Ministry considers a broad range of social policies. Legislation considered in this process is the Charter of Rights and Freedoms, the *Human Rights Act* and the *Multiculturalism Act*.

## Labour

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

[illegible]

## ACTION PLAN FOR 1999–2000

**The Action Plan for 1999/00 is under development, however, the Ministry of Labour will continue to development and support of initiatives designed to met the needs of the diverse population of British Columbia.**

# Labour

- Supporting program areas in developing liaison with interest groups and media in ethnocultural communities where programs can be expected to impact specific groups, for example, enforcement of employment standards in agriculture effects many members of the Indo-Canadian community and enforcement of standards in the home based textile industry effects members of the Filipino and Chinese-Canadian communities.

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## STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | BRANCH/OFFICE | NUMBER OF PARTICIPANTS |
|---|---|---|---|
| Discrimination and Harassment Prevention Awareness | Staff who have not previously attended this training | Ministry-wide | 9 |
| Valuing and Welcoming Diversity | Staff who have not previously attended this training | Ministry-wide | 2 |
| Culturally Responsive Service Delivery | Staff who have not previously attended this training | Ministry-wide | 2 |

(Please note, that low participant numbers are thought to be the result of a high percentage of Ministry staff already trained in these programs. However, after a review of the delivery system (planned for 1999/00), CHIPS will be consulted as to which staff still require training, and an initiative will be launched to focus on getting these staff into the mandatory training sessions.)

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## Labour

### SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | BRANCH/OFFICE | START AND END DATE | PURPOSE |
|---|---|---|---|
| "Case Study" Session of Valuing and Welcoming Diversity | Ministry-wide | Ongoing | To be incorporated into Branch/ Office planning sessions or meetings |
| Provide independent advice, assistance, representation, training and information to employers, potential employers and employer associations concerning Workers' Compensation matters. Information is available in Chinese, Korean and Punjabi. | The Employers' Advisers' Office | Ongoing | To ensure all British Columbians have equal access to information regarding workers' compensation. |
| Work with SUCCESS and other ethnocultural community agencies to conduct training and information seminars for employers on Workers' Compensation requirements. | The Employers' Advisers' Office | Ongoing | To ensure all British Columbians have equal access to information regarding workers' compensation. |
| Provide independent advice to injured workers and their dependents about the benefits and policies of the Workers' Compensation Board, and assistance in resolving disputes. The Office currently has information brochures available in French, Polish, Punjabi, Italian, Chinese, Thai and Vietnamese. Advisers hold public meetings with various community groups including distributing SUCCESS brochures and fact sheets to the public through the Office, unions, Government Agent Offices and MLA offices. | Workers' Advisers Office | Ongoing | To ensure all British Columbians have equal access to information regarding workers' compensation. |
| Interpretation services provided to injured workers as required at oral hearings. | Workers' Compensation Review Board | Ongoing | To ensure all British Columbians have equal access to the workers' compensation appeal system. |
| Fact sheets in various languages and on particular topics have been produced to facilitate employees' understanding of their rights and responsibilities and to assist communication with the Branch. The languages include Chinese, Punjabi, Tagalog, Vietnamese and Spanish and are directed toward specific labour areas that have been identified as being predominantly filled by one cultural or language group. | The Employment Standards Branch | Ongoing | To ensure all British Columbians have equal access to information regarding employment standards. |
| The Branch has staff who are bilingual to provide interpretation for workers regarding both Employment Standards and Labour Relations issues. These staff members also routinely attend conferences and seminars to make presentations in other languages on labour legislation. | The Employment Standards Branch | Ongoing | To ensure all British Columbians have equal access to information regarding employment standards. |
| The Employment Standards Branch has established a partnership with all identified ethnocultural societies to enhance their knowledge of the *Employment Standards Act*. Training sessions for advocates who will in turn take their knowledge and understanding of specific issues and their language skills to the communities, are planned for May 1997. | The Employment Standards Branch | Ongoing | To ensure all British Columbians have equal access to information regarding employment standards. |

### ACTION PLAN FOR 1999–2000

The Action Plan for 1999/00 is under development, however, the Ministry of Labour will continue to development and support of initiatives designed to met the needs of the diverse population of British Columbia.

# Liquor Distribution Branch

## EXECUTIVE SUMMARY

The Liquor Distribution Branch has traditionally operated in an independent, "arms-length" relationship, although in the past it has always been part of a Ministry. Currently the branch reports to the Minister of Small Business, Tourism and Culture through the Deputy Minister responsible for the Liquor Distribution Branch, and continues to operate independently.

The branch employs 2,051 regular full time employees and 1,300 auxiliary employees located in 223 liquor stores throughout the province, two warehouses (Kamloops and Vancouver) and in its head office in Vancouver. Branch staffing levels adjust seasonally to meet customer service needs in our retail store system and warehouses. The branch operates its own Human Resources information and payroll system, leaves & dispute resolution management as well as purchasing, marketing, property management, customs brokerage, etc.

This is the first Report on Multiculturalism that has been submitted by the Liquor Distribution Branch.

Significant achievements related to Equity, Diversity and Multiculturalism in this fiscal year are:

- a corporate commitment to Equity and Diversity that was established in the strategic plan and supported by specific business plans;
- a Multiculturalism celebration with food, art, music and dress from different countries and regions around the world;
- multi-lingual marketing initiatives, including signage for Canada Day, and multi-lingual plastic bags for use with customer purchases;
- an Equity and Diversity Committee has been established with representation from the stores, warehouse, head office and the union;
- an Employment Systems Review whose purpose is to identify and eliminate barriers;
- Harassment and Discrimination Intervention training for managers and supervisors;
- Specific harassment awareness training (relating to a respectful and harassment free workplace) that was given to 155 warehouse employees
- branch representation on the 10 regional outreach recruitment inter-ministry committees;
- an exit survey that was developed and mailed to all employees to identify why people are leaving the branch.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Liquor Distribution Branch's Strategic Plan is based upon four pillars. The pillars are Customer Service, Business Effectiveness, Workplace Cooperation and Social Responsibility. The Workplace Cooperation pillar supports Multiculturalism in its value statement about a positive work-life that fosters teamwork, mutual respect, individual development, and concern for the health and well being of every employee.

The Employment Equity Advisor is the person responsible for Multiculturalism at the branch. The Advisor reports directly to the Executive Director of Human Resources who is a member of the Branch Executive Committee. There is an established Equity and Diversity Advisory Committee from the regions and all functional areas of the branch to provide support and advice to the Advisor on matters related to Equity and Multiculturalism.

The Branch did not have business plans or specific goals related to Multiculturalism during this reporting period, however, there is a business plan for fiscal 1999-2000 which states that the outcome will be "A formalized corporate commitment to the principles of multiculturalism and a respectful workplace; increased awareness among all staff of issues related to multiculturalism, cross-cultural understanding and anti-racism; and that all departments will be involved in setting goals and initiatives related to multiculturalism."

## COMMUNICATION ACTIVITIES

The branch has an internal newsletter that is distributed biweekly to all employees. Articles have been published relating to:

- the International Day for the Elimination of Racism;
- the 50th Anniversary of the Declaration of Human Rights;
- "What is Multiculturalism";
- excerpts from the 97/98 Annual Report on Human Rights;
- National Aboriginal Day;
- Diversity;
- several articles about the ongoing work of the Equity and Diversity Advisory Committee.

From a marketing perspective, the branch has celebrated Canada Day in our retail stores with signage in numerous languages; and has supplied stores with pre-printed bags with a message of "welcome" in different languages and a map of British Columbia. Asian language signs have also been supplied to specialty stores in the lower mainland.

# Liquor Distribution Branch

## STAFF TRAINING AND DEVELOPMENT

| [illegible] | TARGET GROUP | NO. OF PARTICIPANTS |
|---|---|---|
| CULTURE OF RESPECT<br>[illegible] | new employees | [illegible] employees |
| HARASSMENT INTERVENTION & PREVENTION | managers & supervisors<br>[illegible] | 55 managers & |
| MANAGEMENT ROLES & RESPONSIBILITIES REGARDING HARASSMENT<br>[illegible] Management Training Program | new managers & clerks | [illegible] employees |
| HARASSMENT AWARENESS (Distribution Functions) | warehouse employees | 155 employees |
| REASONABLE ACCOMMODATION | managers & supervisors | [illegible] managers & supervisors |
| CULTURALLY [illegible] SERVICE DELIVERY | review & evaluate for LDB use | [illegible] Advisor & Training Consultant |

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

The Equity and Diversity Advisory Committee has started an Employment Systems Review at the branch of all policies, practices and documents related to the employment relationship. The committee started with a comprehensive document review of three major areas: Recruitment and Selection, Training and Development, and Working Conditions and Retention. This review will continue through fiscal 1999-2000 with a completion target date March 2000.

There have been two comprehensive customer service surveys conducted by the branch regarding the retail store system as well as extensive work with our licensee (wholesale) customers, including a newsletter and satisfaction survey.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

An Equity and Diversity Committee has been established with representation from the stores, warehouse, head office and the union. The initial focus of the committee is to conduct an Employment Systems Review, to identify and eliminate barriers within the employment relationship. The committee will identify barriers and make recommendations to executive for changes to policy, procedures or practices that may have an adverse impact.

The branch has spent in excess of $70,000 (including travel and wages) on training courses related to discrimination, harassment, and maintaining a respectful workplace, as well as reasonable accommodation courses for managers and supervisors.

The branch is committed to using the KSA model as the standard recruitment tool, as well as ensuring that recruitment panels are gender balanced and where possible include members from other designated groups.

The branch has an ongoing commitment to support cultural events and celebrations such as Elimination of Racism Day, a day each year to celebrate Multiculturalism, and National Aboriginal Day.

## ACTION PLAN FOR 1999–2000

The branch will develop a corporate Action Plan on Multiculturalism for 1999–2000 by July 15th, 1999. The action plan will require input from all departments and will include, but will not be limited to the following activities:

- The Equity and Diversity Advisory Committee will complete the Document Review portion of the ESR; plan for regional focus groups; evaluate the need for an employee survey; and use the services of an external consultant to conduct a competition file review. The committee will report findings and recommend changes to the branch executive by March 2000.

## Liquor Distribution Branch

### STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE | TARGET GROUP | NO. OF PARTICIPANTS |
|---|---|---|
| A MATTER OF RESPECT<br>(Harassment Awareness) | new employees | 59 employees |
| HARASSMENT INTERVENTION & PREVENTION | managers & supervisors supervisors | 55 managers & |
| MANAGEMENT ROLES & RESPONSIBILITIES REGARDING HARASSMENT<br>(Retail Management Training Program) | new managers & clerks | 32 employees |
| HARASSMENT AWARENESS (Distribution Functional) | warehouse employees | 155 employees |
| REASONABLE ACCOMODATION | managers & supervisors | 13 managers & supervisors |
| CULTURALLY RESPONSIVE SERVICE DELIVERY | review & evaluate for LDB use | EE Advisor & Training Consultant |

### REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

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# Liquor Distribution Branch

- The Equity and Diversity Advisory Committee will support Multiculturalism activities and to spread awareness throughout the regions.

- A significant initiative currently underway is the New Employee Hiring Program which includes updated training for all hiring store managers on bona fide occupational requirements, equity principles, merit, outreach recruitment, reasonable accommodation, and behavioral testing. This will be completed in the fall of 1999, prior to the major auxiliary hiring for Christmas staff in the store system.

- The branch will continue to support the Regional Outreach recruitment committees with representation and will monitor outreach activity in the 3 hiring areas of the branch.

- The branch will continue to educate staff in matters relating to the elimination of racism and the development and maintenance of a respectful workplace free from harassment and discrimination of any kind.

- The branch (Retail & Communication Departments) will review all printed material made available for customers regarding branch policies to ensure that they are written in plain language and to determine if it is feasible to reprint some of the material in other languages, i.e. Special Occasion License information.

- The branch will continue to support special days and events such as International Day for the Elimination of Racism, National Aboriginal Day, and a Celebration of Multiculturalism for head office, stores and warehouse.

# Municipal Affairs

## EXECUTIVE SUMMARY

The Ministry of Municipal Affairs (the Ministry) completed a number of initiatives in the area of multiculturalism in 1998/99 and achieved most of its action plans and initiatives for this fiscal.

As well, the Ministry Employment Equity and Multiculturalism Committee (the Committee) that deals with issues in the areas of employment equity and multiculturalism was established during the fiscal year. The Committee developed action plans for employment equity and multiculturalism and these will be carried out in 1999/2000.

The action plans for multiculturalism in the 1999/00 fiscal year will include:

- continued review and publication of Ministry information, brochures and pamphlets in languages representative of our diverse community;
- continued support of a responsive, vibrant multiculturalism committee;
- ongoing review of Ministry programs, services, policies and legislation to evaluate and address multicultural issues;
- delivery of more training and awareness sessions to promote education, awareness and cross-cultural understanding;
- a 1–2 day "Multiculturalism Fair" in the fall of 1999.

As a result of these action plans, the Ministry is clearly demonstrating its support and commitment to multiculturalism.

Number of Full Time Equivalents 456

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Ministry is dedicated and committed to a philosophy and vision that embraces the principles of human rights, dignity, respect and equity that will see the Ministry's workforce, at all levels, reflect the diversity of the British Columbia population.

The Ministry continues to pursue an employment equity strategy which fosters an appreciation of diversity, including multiculturalism, in the workplace and in the client groups that the Ministry serves.

The Executive Management Committee (EMC) is very supportive of the Committee and demonstrates their commitment to ensuring that the Ministry is sensitive and supportive of the multicultural reality of the Province. Regular meetings occur between the Executive Sponsor and the Employment Equity Advisor on matters relating to both Multiculturalism and Employment Equity.

The Ministry continues to review its legislation, policies, programs and services for issues on multiculturalism. Highlights of what is being done in the Ministry are outlined in "C", page 3.

The Employment Equity Advisor is responsible for multiculturalism and the position reports to the Director, Human Resources Branch.

The Committee is chaired by the Employment Equity Advisor and consists of 18 employee volunteers. It is a joint union/management Committee, and includes senior management representation.

Although multiculturalism is not specifically addressed in the Ministry's strategic and operational plans, multiculturalism objectives and initiatives would be outlined under the performance measure of "organizational capacity." Organizational capacity measures a program's ability to sustain or improve its current performance to meet future demand. As such, to sustain and improve programs, the Ministry must recognize and identify the needs of all the stakeholder groups within the community. The Committee will work to ensure that multicultural objectives and initiatives are more clearly addressed in the Ministry's strategic and operational plans.

To date, Ministry strategic plans, department and branch goals and objectives, and stated priorities have included a commitment to employment equity. These will continue to be reviewed during the 1999/00 fiscal year to ensure they reflect a corporate commitment to multiculturalism. The Committee will continue to assist in ensuring that a commitment to the promotion of multiculturalism is imbedded in the Ministry values and organizational principles.

# Municipal Affairs

## COMMUNICATIONS ACTIVITIES

| TARGET GROUP(S) | TYPE OF ACTIVITY | ISSUES DISCUSSED | DEPARTMENT RESPONSIBLE | START AND END DATE | RESULTING ACTIONS |
|---|---|---|---|---|---|
| ***NEW*** | | | | | |
| Visible Minorities | Some Ministry publications were translated from English to Chinese & Punjabi | See Appendix A for listing of translated publications | Communications | Fiscal 1998/99 and ongoing | It will help members of our visible minority population to more easily access and understand our programs and services |
| Visible Minorities | Internet training was offered by some public libraries in Mandarin and Cantonese | | Library Services Branch | Fiscal 1998/99 and ongoing | It will help some members of our visible minority population to learn new skills and abilities. |
| Ministry Employees | The Committee published the first of a series of articles in the Ministry newsletter in which employees share stories of cultural customs and family traditions | | The Employment Equity & Multiculturalism Committee | Fall 1998 and ongoing | To raise awareness about diversity. |
| Ministry Employees | Inter-cultural Communications Workshop. Our Ministry has developed a workshop aimed at improving inter-cultural communications within the workplace | | Corporate Services | Spring 1999 and ongoing | To raise awareness about diversity and how to better communicate with Designated Group Members. (DGM's) |
| Ministry Employees | Committee activities were published in Ministry newsletter | | Human Resources Branch | Fall 1998 and ongoing | To raise awareness about the Committee, its objectives and action plans. |
| Ministry Employees | Employment Equity and Multiculturalism Presentations | Employment Equity and Multiculturalism | Corporate Services | Fall 1998 and ongoing | To raise awareness in the principles and foundations of Employment Equity and Multiculturalism |
| All Designated Group Members (DGM's) | Outreach Presentation by the Victoria Outreach Committee (a committee of which the Employment Equity Advisor is a member) | How to increase representation of DGM's in the BC Government | Human Resources Branch | Spring 1999 | To encourage designated group members to apply for work in the BC Government in anticipation of improving the representation of our diverse community in the government workforce |
| Aboriginals | Aboriginal Advisor<br>1. Coordinated the Ministry's efforts to support the legislation implementing the Nisga'a Final Agreement; 2. Encouraged use of diplomacy as a principle for relations between local governments and First Nations governments; and 3. Developed models of representation of interests of non-aboriginal people in relation to First Nation governments. | | Planning and Governance | Fiscal 1998/99 and ongoing | These initiatives will help to build partnerships with the First Nations communities. |
| Aboriginals | Our Ministry participated in two Career Fairs for Aboriginal Youth: "Visions for the Future" | Careers in the BC Government | Human Resources Branch<br>SES | Spring 1999 | To provide information to, and encourage Aboriginal youth to seek a carrer in the BC Government |

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## Municipal Affairs

| TARGET GROUP(S) | PROGRAM/ACTIVITY | ISSUES ADDRESSED | DEPARTMENT/BRANCH RESPONSIBLE | BUDGET AND STAFF | RESULTS/OUTCOMES |
|---|---|---|---|---|---|
| [illegible] | | | | | |
| Persons with Disabilities | Quarterly publication of a newsletter called "Accessible BC" | Showcases ideas and projects in BC that are accessible and useable by everyone | Housing & Construction | | Encouragement of community involvement to build more accessible communities |
| Designated Group members | Distribution of Multiculturalism BC calendar of events to Ministry branches | | Corporate Services | | To raise awareness and increase cross-cultural understanding |

## STAFF TRAINING & DEVELOPMENT

Awareness sessions in Employment Equity and Multiculturalism were delivered to Ministry employees in the fall of 1998 in Kelowna, Prince George, Victoria and Vancouver. The purpose of these sessions was to raise awareness of the principles and foundations of Employment Equity and Multiculturalism.

The following represents the number of Ministry employees who took diversity training in 1998/99.

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/BRANCH | # OF PARTICIPANTS AND SESSIONS |
|---|---|---|---|
| Culturally Responsive Service Delivery | Ministry Employees | Employee Learning Services | 16 Participants<br>9 Sessions |
| Reasonable Accommodation | Ministry Employees | Employee Learning Services | 4 Participants<br>4 Sessions |
| Staffing in the Public Service* | Ministry Employees | Employee Learning Services | 1 Participant<br>1 Session |
| Ministry Employment Equity and Multiculturalism Awareness Sessions | Ministry Employees | Corporate Services | 100 Participants<br>4 Sessions |

* Designated Group Member trained to be able to participate on a selection panel.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

The Ministry continues to review and evaluate its programs, services, policies and legislation for multiculturalism issues. Following is a brief account of some of the initiatives that were done in the Ministry during 1998/99:

- The Accessibility Advisor worked (and continues to work) with local governments and the building industry to encourage the building of adaptable housing in our communities.
- Non-government organizations' grants to the Union of British Columbia Municipalities (UBCM) were allocated to support reviews of services and programs for multiculturalism issues (see page 8 for details).
- The Aboriginal Advisor participated as a member of the Municipal Act Reform Project.

## Municipal Affairs

| TARGET GROUP(S) | TYPE OF ACTIVITY | ISSUES DISCUSSED | DEPARTMENT RESPONSIBLE | START AND END DATE | RESULTING ACTIONS |
|---|---|---|---|---|---|
| ***ONGOING*** | | | | | |
| Persons with Disabilities | Quarterly publication of a newsletter called "Accessible BC" | Showcases ideas and projects in BC that are accessible and useable by everyone | Planning & Governance | | Encouragement of community involvement to build more accessible communities |
| Designated Group Members | Distribution of Multiculturalism BC calendar of events to Ministry branches | | Corporate Services | | To raise awareness and increase cross-cultural understanding |

## STAFF TRAINING & DEVELOPMENT

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The following represents the number of Ministry employees who took diversity training in 1998/99.

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/BRANCH | # OF PARTICIPANTS AND SESSIONS |
|---|---|---|---|
| Culturally Responsive Service Delivery | Ministry Employees | Employee Learning Services | 18 Participants<br>9 Sessions |
| Reasonable Accommodation | Ministry Employees | Employee Learning Services | 4 Participants<br>4 Sessions |
| Staffing in the Public Service* | Ministry Employees | Employee Learning Services | 1 Participant<br>1 Session |
| Ministry Employment Equity and Multiculturalism Awareness Sessions | Ministry Employees | Corporate Services | 100 Participants<br>4 Sessions |

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# Municipal Affairs

## SIGNIFICANT CONTINUING INITIATIVES

The following activities occurred in 1998/99 (some will be continuing in fiscal year 1999/00):

| NAME OF ACTIVITY/ INITIATIVE | DESCRIPTION | DEPARTMENT RESPONSIBLE | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|---|
| Celebration of International Women's Day | The event was celebrated by inviting a guest speaker to talk about "Women and the Arts," followed by a pot luck lunch. The Deputy Minister attended and participated. | Corporate Services | March 8, 1999 | No official evaluation occurred but from all informal accounts, the event was successful. |
| Property Assessment Review Panels | Ability for non-English speaking property owners to either bring their own interpreter or have the Courts provide an interpreter for hearings related to assessed value of land and improvements. A new manual for panel members was developed in 98/99 that more clearly addresses diversity issues. | Local Government | Ongoing | None |
| Association of Visible Minorities & Aboriginals | Attendance by Employment Equity Advisor at a regular meeting of these associations. | Human Resources | Fall 1998 | None |
| Use of KSA-Based Competitions | KSA selection process used in Ministry competitions | Human Resources Branch | Ongoing | Competition results |
| Multiculturalism Calendar | Distribution of the Multiculturalism BC calendar of events to all Ministry branches. | Corporate Services | Ongoing | N/A |
| Lower Mainland Immigration Profile | In partnership with other ministries, the Ministry helped provide input to the publication of "A Profile of Immigration," a document which provides an overview of immigration to the Lower Mainland of BC from 1986–96. | Growth Strategies Office | Fiscal 1998/99 | N/A |
| Growth Strategies Planning | The Branch continues to work with Regional Districts to build impacts of immigration into their regional growth planning process. | Growth Strategies Office | Ongoing | |
| Grants to Non-Government Organizations | Two grants were given in fiscal '98/99.<br>1. Chinese Cultural Centre (Vancouver) – $3,000. To provide funding for the 2nd National Conference of Chinese Cultural Organizations;<br>2. Communities Institute – $3,000. To provide funding for the 1st annual Vancouver Island Futures Forum. | Local Government Services | Fiscal 1998/99 and Ongoing | |
| Reporting | Highlights of the Committee activities were published in the Ministry's newsletter. | All | Ongoing | |
| Local Government Community Forum Grant (UBCM) | The Province is providing $25,000 to the UBCM to run a series of forums to enhance working relations between local governments and First Nations. | Local Government Services | Ongoing | |
| Workforce Profile Monitoring | Workforce Profile information was shared with Ministry management. | Human Resources Branch | Ongoing | |
| Signage | Employment equity-related signage was provided by the Human Resources branch for posting at Ministry work sites. | All | Ongoing | |

## Municipal Affairs

| NAME OF ACTIVITY/ INITIATIVE | DESCRIPTION | DEPARTMENT RESPONSIBLE | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|---|
| Job Description Review | Job descriptions for competitions were reviewed and revised to remove any systemic barriers and to ensure qualifications were bona fide. | Human Resources Branch | Ongoing | |
| Outreach Recruitment | Active target group outreach recruitment occurred for technical and professional positions in Safety and Standards Department and Ministry boards, commissions, advisory councils, trusts, foundations and corporations (as vacancies arise). | Human Resources Branch | Ongoing | |
| Focused Co-op Student Hiring | A focused effort was made to hire co-op students from equity groups, with particular emphasis on aboriginal people. | Human Resources Branch | Ongoing | |

## ADDITIONAL COMMENTS

The Ministry has made substantive progress in incorporating multiculturalism into the way business is carried out. We will continue to advance multiculturalism as a positive aspect of the Ministry culture through:

- The initiatives and action plans of the Committee;
- Internal and external communications;
- The leadership of the EMC and the Human Resources Branch; and
- The support and commitment of Ministry employees in supporting the belief that diversity is a priority and makes good business sense.

## ACTION PLANS FOR 1999/2000

As previously indicated, the Committee is responsible for the active implementation of multicultural initiatives within the Ministry. The Committee reports to the EMC and actively works to promote multiculturalism throughout the Ministry divisions and branches.

| NAME OF ACTIVITY/INITIATIVE | DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT RESPONSIBLE | TIMELINE |
|---|---|---|---|
| Employment Equity and Multiculturalism Committee | The committee will advise EMC on how the Ministry can best contribute to government's overall objectives in the areas of employment equity and multiculturalism; action plans have been developed and will be carried out by the Committee. | Corporate Services | Meetings to be held twice a year. |
| Training | Continued presentation of awareness sessions on employment equity and multiculturalism. | Communications Branch, Corporate Services | Fiscal 1999/00 |
| Downtown Vancouver Eastside Revitalization Program | Our Ministry is partnering with different levels of government to develop and implement a plan to improve the life of residents in the downtown eastside, a large portion of whom are aboriginals and visible minorities. | Local Government | Fiscal 1999/00 |
| Multiculturalism Fair | Our Ministry is planning a multicultural fair for 1–2 days in the fall of 1999, which would include a meeting of the Committee, an multi-cultural communications workshop, a multicultural pot luck lunch and a showing of the slide presentation "Broken Circle." | Corporate Services | Fall 1999 |

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|---|---|---|---|
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| [illegible] | [illegible] | [illegible] | [illegible] |
| [illegible] | [illegible] | [illegible] | [illegible] |

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| [illegible] | [illegible] | [illegible] | [illegible] |
| [illegible] | [illegible] | [illegible] | [illegible] |

# Small Business, Tourism and Culture

## EXECUTIVE SUMMARY

During 1998/99, the Ministry of Small Business, Tourism and Culture expanded its multiculturalism activities. In addition to maintaining previous customer service programs in Government Agents Offices and historic site operations in Barkerville and Fort Steele, the ministry expanded its multicultural initiatives to include activities in the sports and recreation sector, and to enhance partnerships with the multicultural business sector.

The ministry continues with the goal of developing and maintaining effective, inclusive communication strategies that foster the understanding of, and cooperation with all our customers and staff, by recognizing and celebrating the different cultures within our province.

The Corporate Policy and Planning Branch continues to develop legislation and policies that are consistent with the principles and objectives of multiculturalism.

This year we have, in partnership with the Hong Kong Bank of Canada and representatives from the multicultural business community, published "Solutions for Small Business Resource Guide" Chinese and Punjabi. Business people whose first language is Chinese or Punjabi can now read six popular business publications in their first languages. Entrepreneurs who have, or wish to start new business in retail, import and export, high tech, finance, professional services and other areas can use these publications to more easily find government services and business information. Publications are available in hard copy form or via the Internet.

The ministry has an ongoing commitment to maintaining a fair and equitable access to services, programs and opportunities.

Number of staff or Full Time Equivalents (FTE's) = 530

## CORPORATE COMMITMENT AND IMPLEMENTATION

1. Executive commitment. Multiculturalism and equity issues are discussed at the executive table.

2. Structural/administrative support:

- The ministry has an Employment Equity and Diversity Committee, and supports secondments-out for visible minorities to enhance career growth and developmental opportunities.

Description of how ministry incorporates multiculturalism

- Commitment to support Multiculturalism Week.

- Continuing commitment at Government Agent offices for multi-lingual signage, program informational materials and multicultural posters. Discussions are held with staff to raise awareness and to improve service delivery to people of all cultures.

- New commitment at Canada/Business Service center for distribution of a comprehensive business resource guide (series of six business publications for small business start up) in Punjabi and Chinese.

- Multicultural Resource Kits have been prepared and distributed to recreation and sport practitioners to assist in the elimination of barriers and increase participation of all British Columbians in sport and recreation activities.

- Cultural diversity is required criteria for ministry Boards and Advisory bodies.

- The corporate 1999/2000 business plan includes a specific statement to promote and support multiculturalism.

- Responsibility for Multiculturalism is shared between a Human Resources Advisor and a Manager, Equity, Access and Policy. On issues related to Employment Equity and Multiculturalism, both report to the ADM Management Services—also the ministry's Executive Sponsor on Employment Equity.

- The ministry has an Employment Equity and Diversity Committee, co-chaired by the ADM Management Services and the Manager, Equity, Access and Policy.

- Policies, programs and services have been reviewed for issues on multiculturalism through effective customer service in Government Agent offices and through recreation and sport programming.

# Small Business, Tourism and Culture

## COMMUNICATION ACTIVITIES

- Multiculturalism displays are maintained in Government Agents and Ministry headquarters offices.

- Multiculturalism communications and outreach is managed in conjunction with employment equity outreach. The ministry significantly expanded outreach activities during 1998/99, particularly in Government Agents offices. Government Agents offices took leadership roles in outreach activities as illustrated by cross-government leadership role in Prince George.

- Government Agents offices and the Canada/BC Service Center carry multi-language brochures, multiculturalism brochures and posters.

- Government Agent representatives are present at the Court of Canadian Citizenship for voter registration.

- Government Agent staff provide tours of the office to English as a Second Language students to advise them of the types of services offered in GA offices.

- The Small Business Branch, in partnership with representatives from the multicultural business community, developed and distributed comprehensive business resource guides (a series of six business publications for small business start up) in Punjabi and Chinese.

- Ministry provided support to the AGM of the Ethno-Business Council (EBC), and expanded the role of the EBC to a member of the Canada/BC Service Center Client Advisory Committee.

- Outreach activities and consultations with the multicultural business community were completed as part of the Business Task force review.

- The ministry conducted information and awareness session with Kamloops Immigrant Services to obtain a greater understanding of communication differences between people of different cultural backgrounds.

- A corporate ministry video on Multiculturalism was circulated to develop increased sensitivity and understanding of multicultural issues.

- As part of delivery of services for ICBC, Government Agents conducted automated drivers licence testing in Cantonese, Mandarin and Punjabi.

## STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/BRANCH | # OF PARTICIPANTS AND SESSIONS |
|---|---|---|---|
| Harassment & Discrimination Prevention | Ministry Employees | Government Agents and Headquarters | 10 employees participated |
| Culturally Responsive Service Delivery | All ministry employees | Headquarters and Government Agents | 12 participants |
| Creating a Collaborative Workplace | Managers | Headquarters | 2 managers participated |
| Nisga'a Orientation | All employees | Ministry wide | 150 ministry employees attended orientation |
| Government Wide Mentoring Program | All interested employees | Ministry wide | 8 ministry employees participated |

# Small Business, Tourism and Culture

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# Small Business, Tourism and Culture

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

The business task force established to make recommendations to streamline citizens and business interface with government included representation from the multicultural community.

The Government Agents Branch continues to conduct service quality reviews to ensure equitable access by all people.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| Development of an interpretation of First Nations history in the area. | Heritage Properties (Historic Hat Creek) and Bonaparte Indian Band | 1998 - continuing | Tours and comments from general public. |
| Construction of a ceremonial arbor and work towards preparation of an interpretive sign. | Historic Hat Creek and Bonapart Band | 1998 - ongoing | First Nations and general public. |
| Expansion of the Chinese History in Barkerville. | Heritage Properties Branch, in consultation with the Vancouver Chinese Cultural Center, Multiculturalism B.C. and Barkerville's merchants. | 1997 - ongoing | Visitor participation rates. |
| Aboriginal Leadership Program - recreational program for training and employment opportunities for aboriginal youth | Sport | Start and ongoing. | Participation and employment rates. |
| YouBet Youth Entrepreneur training programs. Program focus expanded to incorporate multicultural perspectives by holding workshops in communities with significant multicultural populations and amending workshop material to make it more reflective of multicultural issues. | Small Business | Sept 1999 - March 2000 | Statistical reports on participation rates and successful business start-ups. |
| Vision for the Future - similar to YouBet program, but focused on First Nations youth | Small Business | Sept 1999 - March 2000 | Statistical reports on participation rates and successful business start-ups. |
| School programs at Za:ytem Longhouse. Presentation of elements of Sto:lo history and traditions to school children. | Heritage Properties | 1999/2000 | Number of participants |

# Small Business, Tourism and Culture

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| Aboriginal Leadership Program - recreational program for training and employment opportunities for aboriginal youth | Sport | Start and ongoing. | Participation and employment rates. |
| YouNet Youth Entrepreneur training programs. Program focus expanded to incorporate multicultural perspectives by holding workshops in communities with significant multicultural populations and amending workshop material to make it more reflective of multicultural issues. | Small Business | Sept 1999 - March 2000 | Statistical reports on participation rates and successful business start-ups. |
| Vision for the Future - similar to YouNet program, but focused on First Nations youth | Small Business | Sept 1999 - Ma[illegible] 2000 | Statistical reports on participation rates and successful business start-ups. |
| School programs at Xa:ytem Longhouse. Presentation of elements of Sto:lo history and traditions to school children. | Heritage Properties | 1999/2000 | Number of participants |

## Small Business, Tourism and Culture

### ADDITIONAL ACTION PLANS AND INITIATIVES FOR 1999/2000

| NAME AND DESCRIPTION OF ACTIVITY/ INITIATIVE | DEPARTMENT RESPONSIBLE | TIMELINE |
|---|---|---|
| Pilot Reasonable Accommodation Request Tracking | EE/Multiculturalism Representative<br>Directors and Managers | 1999/2000 |
| Using an outreach approach, contact bands and other multicultural organizations to develop innovative ways to involve them in small business projects. | Small Business | 1999/2000 |
| Utilize the assistance and ideas of the increasing numbers of Ministry multicultural employees engaged in providing front line service, policy and program development, consultation and communication. | ADMs/Directors | 1999/2000 |
| Initiate regular participative activities to assist in educating staff in multiculturalism, for example, potluck lunches with ethnic themes, identifying food by origin and culture and possible noting a related custom. | Headquarters | 1999/2000 |
| Ensure staff have access to the 1999/2000 Employment Equity Action Plan | Employment Equity/Multiculturalism representative | 1999/2000 |
| As client education materials are developed, publish selected materials in multi-languages | Directors | 1999/2000 |
| Pamphlet on Employment Equity/Multiculturalism will be made available for public in headquarters and Government Agent offices when available | Communications Branch | 1999/2000 |
| Develop and present multiculturalism and anti-racism information sessions to ministry employees. | Headquarters and Regions | 1999/2000 |
| All front-line staff take "Culturally Responsive Service Delivery" training | Branch Management Committee and Supervisors | 1999/2000 |
| As part of the branches training plans canvass staff and managers to determine employment equity/multiculturalism training needs for 1999/2000 | Employment Equity/Multiculturalism representative | 1999/2000 |

# Transportation and Highways

## EXECUTIVE SUMMARY

The ministry continues with its commitment to maintaining effective communication strategies that foster understanding and cooperation with our customers and staff and are inclusive of all cultures of our society.

The ministry executive leads in the commitment to Multiculturalism. An Assistant Deputy Minister chairs the Equity/Multiculturalism Committee and information relating to Multiculturalism is promptly distributed by the ministry to all staff and the public.

The ministry Corporate Policy and Planning Branch ensures all legislation and policies produced by the ministry are consistent with the principles and objectives of multiculturalism.

We continue to consult with the public at both the provincial and community level, with articles and advertisements in provincial, community and ethnic news media. Language continues to be a consideration in both written and verbal communications. We publish documents in four languages and when appropriate ensure that translators are available.

The ministry is active in all regional outreach activities and encourages all highway contractors to support the principles of Multiculturalism and Employment Equity.

The Ministry of Transportation and Highways had 2585 FTEs in its organization during this period.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The ministry, as a member of the Transportation Association of Canada, recognizes North American road standards and participates in partnerships to communicate traffic controls to the drivers of British Columbia using symbols on traffic signs as opposed to text wherever possible. Policies and procedures are written to address a wide spectrum of readers and it is the ministry's commitment to use clear language when preparing corporate documents.

The Assistant Deputy Minister, Management Services and Motor Vehicles Department is the chair of the ministry Employment Equity/Multicultural committee. The committee itself, is representative of the regional and multicultural composition of the ministry. In addition to the ministry committee a number of regional committees have been formed to continue further the interests of multiculturalism throughout the province. All committees strive to be culturally diverse in addition to being representative of the organization as a whole.

The ministry's goal is to develop and maintain effective communication strategies that foster understanding and cooperation with our customers and staff and are inclusive of all cultures in our society. To this end, the ministry strategic plans, regional and branch core business goals and objectives include public consultation. General practice is to contact the local community media and work with project communications consultants to prepare written and verbal messages to the public. The ministry objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry and place of origin to support the individual needs of our diverse workforce and customers. The ministry continues to invite staff and community input and participation on ministry businesses and projects.

The ministry's strategic/operational plans include multiculturalism objectives. The Ministry 1999/2002 Strategic Plan states that:

> *"We respect diversity, internally among staff and externally among and within BC communities."*

In addition the 1999/2000 Ministry Business Plan contains Values Statements and beliefs which define our organizational behavior:

*"Attain a Qualified, Productive and Diverse Workforce:*

- *Support and assist with the implementation of government and ministry Employment Equity and Multicultural Plans.*
- *Establish a long-term staffing and human resource plan that meets the ministry's vision for the future.*
- *Develop and implement strategies for training that reflect core business needs and available resources, and are linked to the business planning process."*

A Human Resource Advisor, is the Program Manager for Multiculturalism and Employment Equity. In addition the Ministry has a provincial Equity/Multiculturalism Committee that is representative of a diverse staff, geographically, culturally and classification levels, and is chaired by the Assistant Deputy Minister for Management Services and Motor Vehicles.

For Multiculturalism the program manager reports to the Chair of the committee, the Assistant Deputy Minister of Management Services and Motor Vehicles, who is also the Employment Equity sponsor for the ministry.

The Corporate Policy and Planning Branch working with program managers, ensures that all policies and legislation produced by the ministry is consistent with the principles and objectives of multiculturalism and written in plain language wherever possible.

# Transportation and Highways

## COMMUNICATION ACTIVITIES

It is now common practice in the ministry to consider the intent and spirit of multiculturalism and employment equity initiatives in the development and implementation of all communication activities.

A communication network utilizing the ministry Employment Equity/Multicultural Committee and the six regional human resource offices circulates information pertaining to multiculturalism issues throughout the province. As well, the Multiculturalism Events Calendar is posted on our Intranet website.

The Aboriginal Relations Branch leads with a zero tolerance when dealing with harassment or racism issues. All employees are encouraged to speak up on any issues of concern, which are then addressed.

Information and posters were circulated for the International Day for the Elimination of Racism, National Aboriginal Day, and Multiculturalism Week.

To improve ministry capacity to work with British Columbia's multicultural society the ministry has increased hiring of visible minorities and aboriginal people in the last year.

Districts and regions pay close attention to demographic diversity of clients.

Communications Branch prints materials for displays in various languages when addressing specific audiences. They also arrange for translation services if required.

Multicultural audiences are considered in the development and implementation of communication strategies including publications, advertising and media relations.

Multicultural organizations are working with the ministry to develop innovative ways to involve them in highway construction and maintenance projects.

The ministry has direct contact with ethnic news media on ongoing basis.

Multiculturalism topics are included in the ministry training programs and outreach sessions held throughout the province.

Executive members have initiated discussions with the BC Road Builders Association and Highway Constructors Ltd. The ministry has created a dialogue with our maintenance contractors to encourage them to adopt multiculturalism practices and sensitivity as a regular way of providing services to the communities in which they operate. A pamphlet is also being developed to promote multiculturalism and elimination of racism to assist maintenance contractors.

The Aboriginal Relations Branch continued its "Information Kiosk" project. This project has allowed ministry staff to assist First Nations representatives develop and install information kiosks, providing travelers with information concerning the history and culture of the area.

## STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/BRANCH | # OF PARTICIPANTS |
|---|---|---|---|
| Harassment & Discrimination Prevention Training | Ministry staff | Headquarters and Regions | [illegible] |
| Aboriginal Awareness Training Session | Ministry Staff | Headquarters and Regions | 34 |
| Culturally Responsive Service Delivery Training | Ministry staff and other government employees | Headquarters and Regions | 71 |
| Creating Collaborative Workplace Training | Ministry staff | Headquarters and Regions | 23 |

# Transportation and Highways

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# Transportation and Highways

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

The Corporate Policy and Planning Branch ensures that all policies and legislation produced by the ministry are consistent with the principles and objectives of multiculturalism and written in plain English wherever possible.

The bulk of ministry legislation contains provisions for management of the highway systems and rules of the road.

The Multicultural Assessment for Cabinet Submissions is used to assist policymakers to determine the impact of their policy on British Columbians of every ethnicity, ancestry, cultural heritage, religion and place of origin.

The *Motor Vehicle Act* contains provisions for the administration of administrative driving prohibitions, vehicle impoundment and driver medical reviews. Whilst these will be reviewed in the coming year, the ministry is of the opinion that they do not contain bias towards any culture.

*It should be noted that effective November 19, 1998 ICBC became responsible for bicycle and motorcycle helmet legislation.*

A recent decision from the BC Human Rights Tribunal found the requirement to wear a motorcycle helmet to be discriminatory to members of the Sikh religion who wear turbans.

## SIGNIFICANT CONTINUING INITIATIVES/ADDITIONAL COMMENTS

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/BRANCH | START AND END DATE |
|---|---|---|
| Ministry will explore opportunities to draft a Multicultural Policy | Corporate Policy & Planning Branches<br>Program Manager | During 1999/2000 |
| The ministry will, in cooperation with ICBC, review the Motor Vehicle Act. | Office of the Superintendent of Motor Vehicles & Corporate Policy & Planning Branch | During 1999 /2000 |
| The ministry will review policies and programs that are within our scope of the Motor Vehicle Act. | Office of the Superintendent of Motor Vehicles & Corporate Policy & Planning Branch | During 1999/2000 |

## ADDITIONAL ACTION PLANS AND INITIATIVES FOR 1999/2000

| NAME AND DESCRIPTION OF ACTIVITY/ INITIATIVE | DEPARTMENT RESPONSIBLE | TIMELINE |
|---|---|---|
| Be proactive in addressing controversial transportation issues that involve aboriginal and other multicultural groups through sensitive communications and negotiations. | ADMs and Regional Directors | 1999/2000 |
| Piloting Reasonable Accommodation Request Tracking | EE/Multiculturalism Representative<br>Directors and Managers | 1999/2000 |
| Using an outreach approach, contact bands and other multicultural organizations to develop innovative ways to involve them in highway construction and maintenance projects. | Regional Director, Central/North East Region | 1999/2000 |
| Utilize the assistance and ideas of the increasing numbers of Ministry multicultural employees engaged in providing front line service, policy and program development, consultation and communication. | Regional Directors | 1999/2000 |
| Establish a Regional Multiculturalism Committee including representatives from all Ministries in Prince George — develop a regional inter-ministry plan of action. | Mgr., Human Resources, Prince George | 1999/2000 |
| Initiate regular participative activities to assist in educating staff in multiculturalism, for example, potluck lunches with ethnic themes, identifying food by origin and culture and possible noting a related custom. | Headquarters and Regions | 1999/2000 |

# Transportation and Highways

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| Establish a Regional Multiculturalism Committee including representatives from all Ministries in Prince George — develop a regional inter-ministry plan of action. | Mgr., Human Resources, Prince George | 1999/2000 |
| Initiate regular participative activities to assist in educating staff in multiculturalism, for example, potluck lunches with ethnic themes, identifying food by origin and culture and possible unique related custom. | Headquarters and Regions | 1999/2000 |

## Transportation and Highways

| NAME AND DESCRIPTION OF ACTIVITY/ INITIATIVE | DEPARTMENT RESPONSIBLE | TIMELINE |
|---|---|---|
| Ensure staff have access to the 1999/2000 Employment Equity Action Plan and MoTH EE/Multiculturalism website. | Employment Equity/Multiculturalism representative | 1999/2000 |
| Establish "Language Bank" of translators. | OSMV Employment Equity/Multiculturalism representative | 1999/2000 |
| As OSMV client education materials are developed, publish selected materials in multi-languages | OSMV Branch Management Committee | 1999/2000 |
| Pamphlet on Employment Equity/Multiculturalism will be made available for public in regional and district offices when available | Communications Branch | 1999/2000 |
| Develop and present multiculturalism and anti-racism information sessions to ministry employees. | Headquarters and Regions | 1999/2000 |
| All front-line staff take "Culturally Responsive Service Delivery" training | Branch Management Committee and Supervisors | 1999/2000 |
| As part of the branches training plans canvass staff and managers to determine employment equity/multiculturalism training needs for 1999/2000 | Employment Equity/Multiculturalism representative | 1999/2000 |

# Women's Equality

## EXECUTIVE SUMMARY

The Ministry of Women's Equality's commitment to multiculturalism is an integral part of its planning process, and is reflected in all its activities, including community consultations. The ministry's mandate is to advocate for all women in British Columbia. It recognizes that over half the population of BC are women, and there is diversity within that population. About 4% of the female population are of aboriginal ancestry, 17% have disabilities, 18% are members of visible minorities, and 22% speak a language other than English, French, or an aboriginal language, as their first language. Over the last eight years, the ministry has upheld the principle of diversity to recognize that women have diverse backgrounds and needs.

The ministry continues to focus on three goals:

- Economic Equality and Security for Women
- Stopping the Violence
- Women-Centred Health Care System

The ministry's activities require liaison with other ministries, co-operation from communities, and partnerships with women-serving organizations and other public and private sector representatives, because it ultimately rests with society as a whole to achieve is greater economic equality and security for women, reduce levels of violence and ensure a respectful and responsive health care system in the province.

During the last fiscal year, the ministry implemented most of the activities which were specified in the 1998/99 Multiculturalism Action Plan. The ministry also participated in additional inter-ministry multicultural initiatives and sought out partnerships to initiate two multi-year projects which will particularly support women from the multicultural community or visible minority groups. The two initiatives are:

1) The Live Violence Free public education campaign is a ten-year partnership with the BC Association of Broadcasters. The campaign will help increase awareness of the root causes of violence and encourage community-based prevention initiatives. Translations of the advertisements and public information kits have extended the campaign into the multicultural community; and,

2) A Partnership with Immigration Policy Branch, Ministry of Attorney General, and Immigrant and Visible Minority Women of BC to address the unique needs of immigrant and visible minority women on education, intervention and prevention of violence.

This report contains a detailed matrix to provide information on the completed activities as well as on some of the on-going initiatives. Several of the on-going programs and initiatives are identified in the 1999/00 Multiculturalism Action Plan.

Number of staff or Full Time Equivalents (FTEs) is 79 and two co-ops.

## CORPORATE COMMITMENT

The Ministry of Women's Equality's strong commitment to multiculturalism is reflected in its Vision and Mission Statements, Guiding Principles and by the way it conducts its business. The following excerpts are from the ministry's annual Business Plan:

- The Ministry of Women's Equality envisions a society where *women and men are equal, regardless of their origin, age, race, ethnicity, religion, abilities, sexual orientation, or marital status.*
- The ministry consults, researches, advocates and educates on equality for all women, particularly in the areas of economic equality, health, stopping violence against women, and social justice.
- The diversity of issues affecting women include their ethnicity, health, economic status, age and their sexual orientation.
- Working cooperatively with women and equality-seeking organizations in communities, the ministry advocates for social reform and provides expertise to other government decision-makers. Ministry *programs support a diverse group of women's organizations in the community* to develop local solutions to address local needs.
- The contributions of women of all *ethnic origin, ages, races, religions, abilities, sexual orientations, and marital status* are equally sought and valued.

The Special Advisor on diversity Issues is responsible for multiculturalism in the ministry. This person reports to the Director of Policy and Planning.

A ministry multiculturalism policy was adopted in May 1994.

## Women's Equality

### COMMUNICATION ACTIVITIES

The Ministry of Women's Equality, through policy analysis, program delivery and public education initiatives, addresses the diverse needs and concerns of women in British Columbia.

The information and program needs of the multicultural community are addressed through a number of initiatives, including:

- inclusion of multi-lingual counsellors and workers in transition houses and stopping the violence counselling programs;
- policy assessments of the economic and social barriers and opportunities for visible minority women;
- translation of the *Keeping Safe: Women at Work* brochure into Chinese, Punjabi, Spanish and Korean;
- translation of the *Are You Being Stalked* information on criminal harassment into Chinese and Punjabi;
- translation of the *Live Violence Free* information kit, into Chinese and Punjabi;
- translation of the *Live Violence Free* television and radio advertisements into Chinese, Punjabi, Hindi, Spanish and Japanese, and
- equity hiring policies to ensure visible minority women and aboriginal women are represented in our staffing component.

The ministry has been providing translated versions of articles and news releases to the ethnic media, and will be, in the 1999/2000 fiscal year, implementing an advertising plan to inform the multicultural community of the services and public education materials available throughout B.C.

### STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/BRANCH | # OF PARTICIPANTS AND # OF SESSIONS | |
|---|---|---|---|---|
| Culturally Responsive Service Delivery | Ministry staff | Human Resources | 13 | 7 |
| Aboriginal People of BC: Past, Present, Future | Ministry staff | Human Resources | 12 | 8 |
| Valuing and Welcoming Diversity | Ministry staff | Human Resources | 1 | 1 |

### REVIEW OF PROGRAMS, SERVICES, POLICIES & LEGISLATION

The review of *A Safer Future for B.C. Women Program* is underway.

# Women's Equality

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## REVIEW OF PROGRAMS, SERVICES, POLICIES & LEGISLATION

The review of *A Safer Future for B.C. Women Program* is underway.

# Women's Equality

## SIGNIFICANT CONTINUING PROGRAMS/ INITIATIVES 1998/1999

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| Provided advice to the Ministry of Attorney General's research project on immigrant women and co-operatives to improve accessibility to labour market by immigrant women. | Policy & Planning | Completed | Follow-up whether research findings were implemented/used to develop policies/ programs. |
| Provided project funding focussed on prevention of violence against women, including enhancing women's participation in decision-making, through *A Safer Future for B.C. Women* program. Ensured it is available to diverse groups of women. | STV/Regional Programs | Completed | Review of projects funded and outputs/activities undertaken |
| Translated wallet cards and brochures about criminal harassment (stalking) materials into Chinese and Punjabi, launched and distributed to multi-cultural agencies throughout British Columbia to provide multicultural public education on violence against women. | STV/Regional Programs and Communications Branch | Completed | Number of requests for translated materials |
| Lead the Federal/Provincial/Territorial Status of Women working groups to improve response to criminal harassment (stalking) in a multi-cultural context. | Deputy Minister's Office | Completed | Status Reports |
| Continued to monitor and consult with Industrial Training and Apprenticeship Commission (ITAC) on its mandate to ensure the inclusion of under-represented groups and women in industrial training and apprenticeship programs is increased. | Policy and Planning | On-going | Deputy Minister of Women's Equality is a member of ITAC's Board and Committee on under-represented groups. Liaison between Policy and Planning Branch and Manager, Equity and Diversity, ITAC. |
| Co-sponsored with B.C. Human Rights Commission a public forum, focussing on youth, to celebrate the 50th anniversary of the Declaration of the Universal Human Rights. | Policy & Planning | Completed December 10, 1998 | Status Reports |
| Continued to provide training subsidies for (1) women-agencies; and 2) workers to access training on stopping violence against women. The content of the training reflects cultural sensitivity. | STV/Regional Programs | On-going | Number of agencies receiving serving training subsidies for their staff; Number of individuals receiving subsidy. |
| Monitored and managed the Community Internet Program. (Include a few words to show link with multiculturalism goal.) | Policy & Planning | Completed | Collect training statistics for reports in ministry publications. |
| Continued distributing *Keeping Safe – Women at Work* posters and pamphlets in Chinese, Punjabi, Korean, Spanish and English. | STV/Regional Programs and Communications | On-going | Number of posters pamphlets and sources requested. Monitor usage. |
| Developed the framework for a culturally-sensitive Management Training for women-serving Organizations. Next Phase: development and delivery of the training is contingent on available funds. | STV/Regional Programs | Framework completed. | Status Reports |
| Raised awareness of support within communities (e.g., women's centres, transition houses, counselling services for women leaving abusive relationships, including immigrant and aboriginal and visible minority women. | STV/Regional Programs | On-going | Participation of multicultural groups as a result of the MWE initiatives. |
| Provided funding under "A Safer Future for BC Women" to women from diverse communities (e.g., Iranian, Vietnamese) to work on Prevention of Violence Against Women. | STV/Regional Programs | Completed | Review of projects funded including outputs and activities. |
| *Our Heritage* was published for Women's History Month. It profiled women of various ethnic origins. It has been placed on MWE Web Site. | Communications | Completed | No specific measurements |

## Women's Equality

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| Promoted gender equity and multiculturalism on government agencies, boards and commissions. | Policy & Planning | Completed | Maintain liaison with Office of Agencies, Boards and Commissions, and request periodic reports on equity balance. |
| Served on the steering committee responsible for developing a diversity training video for the criminal justice professionals. | Policy & Planning | Completed | The video was produced. |

### *Additional Projects not listed in the plan which have been completed*

- Partnering with Immigration Policy Branch, Ministry of Attorney General, and Immigrant and Visible Minority Women in a five-phase strategy to address the unique needs of immigrant and visible minority women on education, intervention and prevention of violence. (A Multi-Year Project)

- Symposiums on violence prevention which includes representation from diverse groups (including multi-faith community, ethnic media, etc.).

*Method of Monitoring:* Participation of immigrant and visible minority women and groups.

- Bi-weekly meetings with Ministry of Aboriginal Affairs to develop joint workplans to address concerns raised by aboriginal women in the second phase of the Aboriginal Women and Treaties Project. (on-going project)

- Launched, in partnership with the BC Association of Broadcasters a multi-year project: The Live Violence Free public education campaign and created translated materials for diverse communities.

*Method of Monitoring:* Calls to 1-800 lines; requests for information package on new partnerships; annual tracking survey.

### Following is a list of ministry funded and completed projects involving immigrant and visible minority women:

- Cowichan Women Against Violence Society: Safety Audit – Phase 2 Development of training materials and implementation of 1997 safety audit recommendations. This included training of volunteer women from diverse backgrounds to facilitate all phases of safety audit implementation.

- West Coast Domestic Worker Association: Promoting equality for women by gathering views of domestic workers, who are predominantly immigrants and visible minorities, on current immigration practices and proposed future practices.

- United Way of the Fraser Valley: project focussed on revision to immigration criteria to address history of spousal abuse and non-payment of child support, and the target groups were South Asian women and immigrant women.

- Victoria International Developmental Education Association: Develop a school action project by strengthening the partnership with Victoria High School and feeder schools. The project included the development of strategies to ensure the participation of women and girls from diverse backgrounds

- BC Coalition to Eliminate the Abuse of Seniors: the project included Iranian senior women.

- Abbotsford Community Services Society: Seasonal Workers Project. The project focussed on women farmworkers, largely South Asian and Chinese.

Funding was also provided for projects focussing on aboriginal women and addressing the root causes of violence against women by promoting equality and societal acceptance.

*Method of Monitoring:* Review of the projects' reports and evaluation of the activities were undertaken.

The ministry will continue to have representation on inter-ministry committees including the Inter-ministry Committee on Immigration and the Inter-ministry Committee on Multiculturalism.

## Women's Equality

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | BRANCH | START AND END DATE | METHOD OF MONITORING |
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# Women's Equality

## MULTICULTURALISM ACTION PLAN 1999/2000

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | BRANCH | START AND END DATE | OUTCOME | METHOD OF MONITORING |
|---|---|---|---|---|
| Continue implementing the joint project to address the unique needs of immigrant and visible minority women on education, intervention and prevention of violence | STV/Regional Programs and communications in partnerships with Ministry of Attorney General and Immigrant and Visible Minority Women of BC | A multi-year project | Active participation of immigrant and visible minority women and groups | Status reports |
| Continue to identify aboriginal women's issues in the treaty process, and encourage participation of women in the process. | Policy & Planning | 1999/2000 | Address the Treaty process concerns of aboriginal women | Through continued work with Aboriginal Affairs and B.C. Treaty Commission |
| Examine, with community partners, how our violence prevention work addresses the specific concerns of violence against women of diversity, including women of color, aboriginal women, lesbians, young women, and older women. | STV/Regional Programs | 1999/2000 | Increased participation in prevention activities of members from diverse communities | The number of applicants for the grant programs |
| Maintain the Training Subsidy Program to provide subsidies for STV direct service providers. In this fiscal year, the emphasis will be on providing subsidy for core training of STV counsellors The content of training reflects cultural sensitivity. | STV/Regional Programs | 1999/2000 | Greater cultural sensitivity of STV counsellors | Number of agencies accessing training subsidy for their staff<br>Number of individuals receiving subsidy |
| Encourage all women to seek appointment to decision-making positions through development of an information pamphlet. | Communications and Policy & Planning | 1999/2000 | More women will be appointed in decision-making positions in agencies boards and commissions | Minister Hammell is on the committee responsible for appointments on boards and commissions |
| Raise awareness of women's contributions by promoting key dates including Person's Day, International Women's Day, Equality Day and Multiculturalism Week. | Communications | 1999/2000 | Increase of attendance in these events | Compare numbers from previous years |
| Upgrade and enhance access to Ministry's web site, including providing more information of concerns for women | Information Systems and Communications | 1999/2000 | Enhanced access to information sharing for women, community organizations for diverse groups of women and the agencies serving them | Through community feedback |
| Continue to provide funding under "A Safer Future for BC Women" to women from diverse backgrounds | STV/Regional Programs | On-going | Enhanced opportunities for diverse women-serving organizations to promote prevention of violence | Number of applications for grants received |
| Continue the Live Violence Free public education campaign and create translated materials for the use of multicultural media in diverse communities. | STV/Regional Programs and Communications, in partnership with the BC Association of Broadcasters | A multi-year project | Increased awareness of Prevention of Violence against Women in multicultural communities | Number of calls to 1-800 lines; requests for information package |

## Women's Equality

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | BRANCH | START AND END DATE | OUTCOME | METHOD OF MONITORING |
|---|---|---|---|---|
| Conduct consultations and host workshops with diverse communities (e.g., Lesbian, First Nations Band) on Prevention of Violence against Women | STV/Regional Programs | On-going | Enhanced recognition and knowledge of how to address prevention of violence issues | Community feedback |
| Raise awareness of women's contributions and promote women's equity by supporting or initiating events, trade fairs, speeches and publications. Ensure diversity is reflected in all activities. | Communications and Policy & Planning | 1999/2000 | Inclusion of women's diversity in all activities | The number of publications distributed |
| Represent MWE as co-sponsor on the coordinating/planning Committee for the International Association of Official Human Rights Agencies (IAOHRA) conference for the year 2000 | Policy & Planning | 1999/2001 | Greater awareness of human rights issues in the Province | Monthly reports |
| Bi-weekly meetings with Ministry of Aboriginal Affairs to develop joint work-plans | Policy & Planning | On-going | Address concerns raised by aboriginal women in the second phase of the Aboriginal Women and Treaties Project. | |
| Report on the advancementof women in a special millennium edition of "Women Count," highlighting trends in high tech., sport, arts and culture, lesbians, and visible minority women. | Communications and Policy & Planning | 1999/2000 | Inclusion of women's diversity in all activities | The number of publications distributed |

# Crown Corporation Reports

# BC Assessment

## EXECUTIVE SUMMARY

In 1998 BC Assessment continued to move its Multiculturalism Policy into varied initiatives with a number of activities interacting employees and the community.

Communications continued to play a vital role in increasing the understanding of Multiculturalism.

- A media team was again assembled and trained to specifically work with the diverse media in the Lower Mainland.
- Articles discussing issues of diversity were produced and distributed internally highlighting individuals and progress in BC Assessment.
- The website (www.bcassessment.bc.ca) broadened BC Assessment's reach into the community with new information written in plain English and translated into Chinese, Punjabi and Hindi.

Awareness and training continued in 1998 with diversity issues shared with staff.

Orientation programs for new employees and summer students continued.

Outreach initiatives and community consultation with First Nations, municipalities and community-based organizations are continuing.

Both formal and informal training is being carried out in BC Assessment to ensure a high level of understanding and acceptance of diversity in our organization and British Columbia.

BC Assessment has 685 FTE's.

The following report provides details in the requested format on activities undertaken in BC Assessment during 1998–1999.

## BC ASSESSMENT CORPORATE OVERVIEW

BC Assessment provides an independent, uniform and efficient real estate valuation classification and information system for the people of British Columbia and for all levels of government.

It is responsible for identifying property ownership, classifying property by use and estimating actual value. It produces Assessment Rolls for tax jurisdictions and provides Assessment Notices to all property owners. In 1999, BC Assessment mailed 1.6 million notices.

As a measure of public acceptance of the quality of the Assessment Notices and Roll, it is important to note that only two per cent of the 1.6 million properties were appealed to the property assessment review panel. As well, a news content analysis indicates the news coverage for BC Assessment was far more positive than the average of all news coverage in the province (75 per cent of coverage related to BC Assessment was positive, 22 per cent was neutral. As a benchmark, 33 per cent of BC newspaper stories on average are positive, 41 per cent are neutral.

BC Assessment is an independent corporation accountable to a Board of Directors appointed by Government. Its CEO is the Assessment Commissioner.

BC Assessment has 685 employees working in 22 assessment areas throughout the province, and a head office in Victoria.

It is routine and everyday practice that Appraisers in large urban areas and in remote, rural and wilderness areas contact property owners to carry out property appraisals. This involves entering homes, businesses, farms and many other properties.

Employees also have extensive and routine contact with people who contact BC Assessment offices at the counter and on the telephone. As well, employees appear before the property assessment review panel to represent BC Assessment during the annual six-week review period.

On an annual basis employees present BC Assessment information to numerous community, school, service and association events.

In 1998, BC Assessment's budget totaled $61 million. Revenue raised by all taxing jurisdictions based on the assessed values totaled some $3.5 billion. This money was used to finance local government and some provincial services in BC communities.

The *Multiculturalism Act* of July 1993, and the subsequent passing of BC Assessment's Multiculturalism Policy in September of 1994, reinforces and supports this organization's commitment to both internal and external customers.

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Equity, fairness and uniformity in the assessment of property values across the province is of paramount importance to BC Assessment. The quality of BC Assessment's work is recognized as outstanding by provincial, national and world standards. Because of this, the corporation is often asked to share its expertise with other jurisdictions in Canada, Commonwealth nations and in the world valuing community. These include numerous nations, state and local jurisdictions. BC Assessment is routinely contacted by other taxing jurisdictions for advice. This often resulted in visits to BC Assessment offices for presentations.

The concepts inherent in multiculturalism serve both domestic and international markets well. The development of a diverse workforce and enhanced respect for all people is a cornerstone of sound business practice at BC Assessment.

## CORPORATE COMMITMENT AND IMPLEMENTATION

As outlined in the corporate overview, BC Assessment has high interaction with the public across the province, both in inspecting property and in delivering customer services at the counter and on the telephone.

In 1998, BC Assessment refreshed an evergreen Five-Year Corporate Strategic Plan (1998–2002). In 1999, the Five-Year Corporate Strategic Plan will be reviewed and modified if necessary.

As well, BC Assessment created a 1998 Implementation Plan for Year One of the Five-Year Corporate Strategic Plan.

In the Five-Year corporate Strategic Plan, there are five major strategic initiatives:

1. Fiscal Responsibility
2. Product Quality
3. Customer Service
4. Human Resources Leadership
5. Partnership Opportunities

While diversity issues impact on all of these, they are more specifically highlighted in the areas of Customer Service and Human Resources Leadership.

In the Five-Year Corporate Goals outlined in the Corporate Strategic Plan, there are two related important goals:

- To provide a level of service that exceeds our customers' expectations.
- To foster a climate that encourages personal growth, continuing corporate success and commitment to our shared vision.

The Communications Director is responsible for the overall coordination of multiculturalism and is the Chair of the Multiculturalism Committee. The Chair reports directly to the Assessment Commissioner and Chief Executive Officer.

BC Assessment has a Human Resources Action Committee which is composed of four Executive members. HRAC provides direction on strategic human resources initiatives, approves all changes in human resources policy and monitors and assists with the completion of human resources initiatives as outlined in the annual plan. Multiculturalism and diversity are a large component of the responsibilities of this committee and commitment to Multiculturalism was maintained in 1998.

Last year, the Multiculturalism Committee evolved to include members primarily composed of Lower Mainland staff directly involved in community and media work. The committee meets twice a year.

The working group liaises with community groups and ethnically diverse media in the Lower Mainland and continued to benefit from training.

The Public Information Campaign encompasses a series of activities with the objective of improving the awareness and understanding of the assessment and review processes, to demonstrate value for money, and to increase customer loyalty. Diversity issues are an important component of both of these customer service goals.

Through the Language Skills Bank Volunteers, BC Assessment routinely assists people who require information in their own language. Correspondence in many of the thirteen available languages has been handled through this service in the past year.

All Assessors and Divisional Directors are responsible for the implementation and enforcement of the Multiculturalism Policy at their level and for developing multicultural action plans in support of the corporate action plan. They are responsible for reports to the CEO stating progress on Multiculturalism Policy implementation.

Multiculturalism is an important aspect of every branch of BC Assessment. Specific goals and objectives are most identifiable in the Human Resources branch of the organization.

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In Human Resource Leadership, the strategy clearly identifies:

- *Employment Equity and Multiculturalism Programs.*
  An expanded program of outreach and recruitment to demonstrate progress and compliance with government policy and practices.

- *Workplace Improvement Program.*
  This will include such issues as workplace violence prevention and harassment prevention policies.

In the 1999 Implementation Plan (Year One of the Five-Year Corporate Strategic Plan), the Human resource Leadership strategy becomes more specific, with programs and projects related to diversity.

- Career Planning Program

- Employee Empowerment Program

- Expand the Employment Equity, Recruitment and Multiculturalism Programs

- Deliver Corporate Training Programs in the areas of dispute resolution skills, advocacy and expert witness

- Adjust hiring procedures to allow more area office and division decision making

- Harassment prevention

BC Assessment's Board of Directors approved BC Assessment's Multiculturalism Policy on September 15, 1994.

At the same time BC Assessment's Employment Equity Policy was approved by the Board of Directors and both policies were printed in total and communicated to all employees through the internal newsletter *The Month.*

Executive, Assessor and Director support for the policy has been effective. Commitment has manifested in a growing understanding of the importance of diversity issues.

The Multiculturalism Committee and other staff activities are evolving to discuss multiculturalism issues and initiatives in a variety of ways and locations both internally and externally.

With growing understanding of the importance of diversity issues, corporate commitment to multiculturalism in BC Assessment is strong. This is demonstrated by the increased number of community initiatives and area office activities.

## COMMUNICATION ACTIVITIES

Communications continues to be the key to behavioral and attitudinal changes in the organization. BC Assessment continues to implement multicultural initiatives in a proactive way using both internal and external communications tools.

The Multiculturalism Policy makes Assessors in the field and all Divisional Directors directly accountable for the implementation and enforcement of the Multicultural Policy at their levels. Assessors and Directors are responsible for developing multicultural action plans in support of the corporate action plan. As well, these individuals are responsible in policy for reports to the Executive stating progress on implementation of the multicultural policy.

### *Internal*

Communications has been used effectively on a corporate and office level to heighten the awareness of responsibility to this policy and to the individuals BC Assessment serves and employs.

Face-to-face communication continues to be the most important form of communication in the organization. The summary of area office and divisional reports (attached) indicates that discussion around the importance of diversity issues continues. To support this ongoing discussion, and the building of awareness and understanding of multiculturalism, BC Assessment uses internal communications to deliver multiculturalism information to employees in a number of ways:

- The internal newsletter, *The Month,* was used to convey information to BC Assessment's 685 staff members throughout 1998.
  - April/May
    - *Do You Know What You're Doing?*
  - July/August 1998
    - *Employment Equity Update*
    - *Japanese Visitors*
  - September/October 1998
    - *Scores of Young People Benefit From Work Experience*
  - November/December 1998
    - *Season's Greetings from Tom Johnstone*
    - *Multicultural Committee Meets*
    - *Many Faiths Celebrate at this Time of Year*

- BC Assessment recognizes that individuals often consider themselves multi-ethnic, and is providing an opportunity to share personal experiences, beliefs, and culture.

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- In the past the concept and model of personal voice articles has been shared formally with Multiculturalism BC who, in turn, shared it with all Ministries and Crowns. This model is available and is still requested by other crowns.

- News clippings are routinely circulated and are available to all employees in BC Assessment. Clippings expose new ideas and information regarding societal change, demographics, multiculturalism and the need for diversity.

***External***

Communications with BC Assessment's external audiences has also been extensive:

- A media team was once again assembled and trained to specifically deal with the diverse media in the Lower Mainland.

- Members of the Lower Mainland Media Team are sent a monthly Multicultural Calendar of Events to heighten their awareness for opportunities in their communities.

- Individuals in BC Assessment have made numerous formal and informal presentations with diverse groups in their communities. This has involved group presentations, talk radio, interviews and heightened customer service to individuals.

- The following initiatives were undertaken by the Lower Mainland Ethnic Media Team:
  - Vancouver Area Office News Releases were sent to:
    - *Radio Stations:*
      - Overseas Chinese Voice
      - Canadian Chinese Radio
      - VCCB
    - *Television Stations:*
      - Fairchild
      - Talentvision TV
    - *Newspapers:*
      - Sing Tao Newspapers
      - Ming Pao International
      - World Journal

- More specifically, the following contact was made:
  - *Jan. 5/99:* A ten-minute interview of a Senior Appraiser on market movement in the Greater Vancouver Area. Aired on Fairchild TV and Talentvision news broadcasts on the same day
  - *Jan 6/99:* Two hour presentation by a Senior Appraiser to the Burnaby Multicultural Society. Delivered in Cantonese and a Mandarin interpreter was provided by the People's Law School.
  - *Jan. 12/99:* Ten minute interview of a Senior Appraiser held at the Fairchild TV Studio.
  - *Jan. 20/99:* Two-hour presentation by an Appraisal Supervisor and a Senior Appraiser at Success in Richmond.
  - *Jan. 20/99:* Appraisal Supervisor and Appraiser attended the taping of a television interview at Talentvision.
  - *Jan. 23/99:* two Appraisal Supervisors attended the one-hour Fairchild radio call-in program.
  - *Jan. 27/99:* Interview with Senior Appraiser by World Journal. The article was published on January 29.

- In 1997, BC Assessment launched an Internet website (www.bcassessment.bc.ca) and increased access to corporate and local information. This initiative reaches a wide audience of electronic users.

- The move toward plain language in all communications, including printed publications and electronic communications, continued.

- Website "hits" in BC Assessment's busiest month when 1.6 million Assessment Notices were received by property owners exceeded 140,000. The website has the following pages translated into Chinese:
  - Frequently Asked Questions About Property Assessment
  - Information for First Time Home Buyers
  - The Appraisal of Real Estate
  - Classification of Property in BC
  - Property Inspections
  - Valuation of Residential Strata Properties
  - Real Property Assessment & Taxation in BC
  - Key Dates

  Frequently Asked Questions is also translated into Hindi and Punjabi.

- The Assessment Notice Insert was mailed with 1.6 million Assessment Notices in 1999. It was translated into eight languages where a business need was identified. These translated copies of the insert were made available at office counters and municipal halls, where appropriate and required.

- Information sharing with the Crown Corporation Committee on Multiculturalism continued in 1999.

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## STAFF TRAINING AND DEVELOPMENT

Awareness and education sessions were programmed to provide an ongoing effort in BC Assessment. The following training was carried out in 1998–1999:

### *Outreach*

- The outreach activities for this reporting period emphasized BC Assessment's student/youth program. This included:
  - First Nations: 63 recruitment posters were sent out to individual agencies and/or to bands with which BC Assessment conducts business.
  - Recruitment posters were also sent to all colleges and universities in the province. The target audience for these postings are youth and all designated group members.
  - Newspaper advertising of positions continued for designated groups.
  - BC Assessment representatives attended Career Fairs throughout the year. The target audience for these Career Fairs are youth and designated group members.
  - Work practicum: BC Assessment continues to partner with local schools on work practicums for individuals within the designated groups. Human Resources coordinated a number of these practicums in 1998–1999.

### *Native Education Career Opportunities*

- As in the past, Human Resources co-ordinates and participates in the Native Education Career Fair. Each year BC Assessment increases our contacts within the First Nationals community in Vancouver via this venue.

### *Diversity Training*

- While the majority of employees within BC Assessment have had diversity training, two sessions are scheduled for May 1998 with Eric Wong facilitating to capture employees who have not as yet received this training. The target audience is non-supervisory staff.

### *Workplace Harassment Training*

- One workshop is being held in May 1999 to capture employees who have missed the initial training or who have recently been hired.

### *Employment Equity*

- A Human Resources Advisor is actively involved with the Crown Corporation Secretariat-Equity Practitioner's Group as well as the Crown Corporation's Internal Equity Group. These forums are good resources for sharing ideas and current issues being dealt with amongst the Crowns.

- BC Assessment's 1999 Annual Plan under the heading of Human Resources Leadership, emphasizes the degree of importance given to diversity issues within BC Assessment by the statement "Continue to ensure designated groups are afforded equal opportunity for employment, development and promotion."

### *Workforce Profile Questionnaire*

The Employment Equity Committee developed a workforce profile questionnaire, which was delivered to all permanent employees in late March 1999 electronically via an external consultant. The data from this questionnaire will form the basis for any new initiatives or changes in our current initiatives.

### *Applicant Tracking*

A voluntary questionnaire has been added to BC Assessment' employment application form. Tabulation of the results will also be used to refocus or create new initiatives.

### *Ongoing Support*

- Human Resources Advisors continue to provide assistance and advice in the areas of career opportunities, applications completion, interview process, and post interview feedback.

## REVIEW AND EVALUATION OF PROGRAMS, SERVICES, POLICIES & LEGISLATION

BC Assessment's Multiculturalism Policy is established, and no changes to the policy were suggested in 1998. No complaints have been registered and no policy violations reported.

The awareness of diversity in society, and in BC Assessment, is an ongoing process of learning and experience. BC Assessment has implemented a number of initiatives to ensure its employees remain aware of the need to nurture and celebrate diversity.

Since late 1994, when the Multiculturalism Policy was introduced to the organization, there continues to be steady and accelerating progress in the understanding of diversity. Office initiatives, articles, and training are not the exception, they are the rule. They are part of doing business at BC Assessment.

Staff willingness to participate in events, in community liaison, and in meeting the challenges and opportunities of a diverse future is evident in their feedback.

Results of the workforce profile questionnaire, will form a basis for new initiatives or changes in the current initiatives.

BC Assessment reports progress in implementing its policies and in introducing new initiatives. The spirit and intent of the Multiculturalism Act are being met effectively.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

As outlined previously, BC Assessment is demonstrating an ongoing commitment to the goals of multiculturalism.

- The Employment Equity Committee and the Human Resources Action Committee are working committees in BC Assessment.
- BC Assessment's Multiculturalism Committee has evolved to include members of Lower Mainland staff directly involved with media and community groups.
- Diversity training is ongoing and will be continuing.
- Initiatives regarding the Public Information Campaign in reaching diverse segments of our community are ongoing and growing in number.
- Local area office action plans regarding communications and outreach are improving in number of initiatives.
- Special events such as those held for International Women's Day, are encouraged.
- Initiatives regarding education, outreach, recruitment and training are expanding.
- Our Peace River Office makes two-week work terms available to Northern Lights College students. Many seats in this program are reserved for First Nations students and there is an expectation that this initiative will increase the number of First Nations students interviewed.
- BC Assessment plans higher visibility of its commitment to diversity by participating in community functions.
- Many Area Assessors and one Board member are members of multicultural associations and make themselves available to that community.
- Training in empowerment includes conflict resolution and heightened negotiation skills.
- BC Assessment's Language Skills Bank continues to provide assistance for translation and communication functions.
- Increased Multicultural coverage to staff on BC Assessment's Intranet (internal website) is expanding to include policy, our multicultural report, articles and information about local current events.
- Website outreach continues.
- The Public Information Campaign evolved to better serve diverse property owners and communities.

## ACTION PLAN & INITIATIVES FOR 1999–2000

BC Assessment continues to be proactive in attaining the goals outlined in its Multiculturalism Policy. Corporate commitment that has been shown these past years will continue.

BC Assessment's corporate goals and objectives regarding multiculturalism, employment equity, harassment, and other programs associated with diversity issues will continue to be prominent in yearly implementation plans.

BC Assessment's Multiculturalism Policy ensures field and head office commitment by managers who set and report initiatives.

Monthly distribution of the Multicultural Events calendar to the Lower Mainland and distribution of the Multifaith calendar to all area offices and head office will continue in 1999.

Communications will continue to play an important role where articles, clippings of interest, new posters, and the evolving website, will ensure the multiculturalism initiatives are prominent.

As programs, services, policies, and legislation evolve in BC Assessment, they will be reviewed and evaluated in light of the Multiculturalism Act and BC Assessment's Multiculturalism Policy. Training programs will continue to reflect multiculturalism goals.

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In 1999, awareness and education sessions will continue.

Specifically, following actions be undertaken for 1999–2000.

- Discussions regarding diversity issues and the Multiculturalism Policy will continue in all offices.

- The distribution of multiculturalism calendars and information will be continued. A greater use of the Intranet will expedite greater information sharing.

- Personal voice articles will continue to be generated for the internal newsletter.

- Outreach using the website will be improved.

- Translation of the Assessment Notice Insert into other languages will continue in 1999–2000.

- Training of the media liaison team for the Lower Mainland will include more media training and presentation skills. As well, emphasis will be placed on community liaison work in the field. This is becoming part of Area Office work plans.

- The English version of the Assessment Notice Insert will include a footer indicating the availability of the insert in other languages.

- More multicultural information will be available on the intranet, giving staff immediate access to current information.

- Outreach and assistance to First Nations peoples will continue in BC Assessment.

- Office functions celebrating diversity will continue.

- The Human Resources Action Committee will continue to provide oversight and direction in such things as employment equity, the employment systems review, outreach, and opportunities regarding internships, student placement and long-term employment.

# BC Buildings

## EXECUTIVE SUMMARY

British Columbia Buildings Corporation (BCBC) recognizes that diversity and multiculturalism are business imperatives. We believe that they foster innovation, creativity and loyalty from employees and afford us a competitive advantage in today's increasingly diverse business world.

BCBC executive-level support of multicultural and diversity initiatives remained strong in 1998/99. This support was evident through the provision of dedicated financial and human resources, and visible program endorsement. During the year, Management Committee championed the integration of diversity objectives, with measurable and desired outcomes clearly identified, into operational planning both at the corporate and business group levels.

BCBC met or exceeded the majority of its 1998/99 Multiculturalism Action Plan objectives as well as the diversity objectives outlined in the Corporation's broader Human Resources Strategic Plan. Because promoting cultural awareness, tolerance and understanding was a key priority common to all of these plans, communication and education activities were emphasized throughout the year. These activities included: corporate-wide celebrations of Multiculturalism Week and Aboriginal Awareness Day; raising the profile and circulating meeting minutes of the Workplace Diversity Advisory Panel; presenting the annual BCBC Multiculturalism Award; providing training that advocates the inclusive nature of diversity; and, continuing to build a diversity resource library that is accessible to all staff.

In 1998/99, BCBC also commissioned a comprehensive employee opinion survey that included questions on multiculturalism and diversity. Overall, the results with respect to diversity were positive and demonstrated improvements over previous surveys. Nonetheless, BCBC is committed to further improvement in this area, and an action plan has been developed to ensure continuous progress.

BCBC's commitment to multiculturalism is evident in the Corporation's Multiculturalism, Preventing Workplace Harassment and Valuing Diversity policies, and in its Core Values. These documents, as well as BCBC's human resource procedures and practices, are continually assessed to ensure that they address issues relating to multiculturalism and foster a work environment that is inclusive and harassment-free.

BCBC was allocated 808 FTEs at the end of the fiscal year 1998/99.

## CORPORATE COMMITMENT AND IMPLEMENTATION

BCBC recognizes that its workplace is enriched by the wide-ranging cultural, ethnic, national, linguistic and religious backgrounds of our employees. We believe that diversity and the inclusive nature of multiculturalism foster innovation, creativity and loyalty within the organization. Moreover, the Corporation readily acknowledges that a culturally-aware and responsive organization retains a competitive advantage in today's increasingly-diverse business world. In recognition of these social and business benefits, the support for and furtherance of multiculturalism remain integral to BCBC's overall workplace diversity strategy.

Our commitment to multiculturalism is explicit in our diversity-specific policies: Multiculturalism, Preventing Workplace Harassment, and Valuing Diversity. It is also inherent in many of the Corporation's Core Values which define how we, as an organization and as individuals employed by the organization, treat our customers, suppliers and each other. These Core Values include:

- *We treat all individuals with fairness, dignity and respect*
- *We work to know our customers and treat them as partners*
- *We support one another to achieve corporate goals*
- *We support and develop our people to achieve our corporate and individual potential*
- *We are socially and environmentally responsible in our business operations*

Within BCBC, functional responsibility for multiculturalism resides in the Human Resources department, lead by the Human Resources Manager. The Human Resources Manager reports to the Director, Human Resources who, in turn, reports to the Vice President, Client and Accommodation Services.

The Corporation's 16-member Workplace Diversity Advisory Panel (WDAP) provides advice, guidance and support on the implementation of diversity initiatives to the Human Resources department, all Directors and the Management Committee. In 1998/99, one of the primary functions of the WDAP was to support the implementation of integration processes established in the 1996-2000 Human Resources Strategic Plan.

These processes were designed to facilitate the integration of diversity goals and objectives into the Corporation's annual business planning cycle.

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In 1998/99, the WDAP continued to receive strong and visible endorsement by the Corporation's Management Committee and Board of Directors. Examples of commitment to multiculturalism and diversity at the executive level include:

- corporate membership in the Inter-Cultural Association of Greater Victoria;
- support for similar cultural organizations in other communities;
- continuing executive sponsorship of the Workplace Diversity Advisory Panel through the Corporation's Vice President, Client and Accommodation Services;
- appointing a new WDAP Chair at the Director level and, thereby, maintaining the influence and visibility of the panel at the President's Committee (Committee of all Directors);
- granting WDAP members two days per month to work exclusively on panel business;
- funding of $60,000 specifically for workplace diversity initiatives; and,
- major corporate support for the United Way.

BCBC's executive has also championed diversity and multiculturalism as a business strategy for the Corporation. In addition to clearly-defined diversity objectives and strategies described in the Corporation's Human Resources Strategic Plan, this year BCBC has taken further steps to incorporate diversity objectives, with measurable and desired outcomes clearly identified, into operational business planning in all program areas.

To expedite this annual process, all business groups have been given responsibility for spearheading initiatives that will contribute positively to corporate aims and objectives respecting an assigned employment equity designated group. Moreover, each business group is now accountable for organizing and championing a diversity event each year. The four events celebrated by the Corporation are: Multiculturalism Week, Aboriginal Awareness Day, International Women's Day and National Access Awareness Week for People with Disabilities.

BCBC's Management Committee approved the Corporation's multiculturalism policy in the Spring of 1996. This policy is reviewed on a regular basis to ensure that it remains contemporary.

Diversity and multiculturalism objectives are an integral part of BCBC's 1996-2000 Human Resources Strategic Plan and the Corporation's 1996-2000 Strategic Plan. The latter plan provides the framework for integrating business strategies and people practices within BCBC. Multiculturalism-related priorities are included in all corporate group and department annual business plans.

BCBC has reviewed and continues to evaluate its policies, programs and services on an on-going basis to ensure that they are sensitive and responsive to, as well as appropriate for, the multicultural reality of British Columbia.

## COMMUNICATION ACTIVITIES

Communication of the organization's commitment to multiculturalism remains a priority at BCBC. We believe that this communication to both our employees and our clients promotes cultural awareness, tolerance and understanding. In 1998/99, communication activities included:

- diversity articles in every edition of our employee newsletter, The Buildings Post, to educate staff on diversity initiatives and advertise events;
- publication of a special, four-page Buildings Post insert profiling WDAP members and explaining the business benefits of diversity to the Corporation;
- third annual presentation of the BCBC Multiculturalism Award to an employee in recognition of her excellence in support of multiculturalism;
- purchase and distribution of multi-faith calendars throughout the Corporation as well as subsidizing employee purchases of the calendar for personal use;
- development and distribution of a new Women's History Month poster which reflects the current multicultural heritage of the province;
- promotion of Aboriginal Awareness Day (June 21) through distribution of posters, pins, bookmarks, brochures, videos and a province-wide calendar of events to all offices;
- sponsorship of the 1998 Aboriginal Art and Culture Celebration at Robson Square in Vancouver;
- on-going liaison with, presentations to and exploration of partnerships with First Nations bands and organizations across the province;

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- distribution of WDAP meeting minutes to all staff;
- quarterly email to all staff providing information on upcoming festivals or days of significance to various ethnic groups;
- distribution of the Generation Y program promotional video within the Corporation and to external audiences;
- Corporate-wide celebrations of Multiculturalism Week involving luncheons, music, dancers, guest speakers, pow-wows and other events designed to promote cross-cultural understanding and the inclusive nature of multiculturalism;
- financial sponsorship of the Inter-Cultural Association of Greater Victoria's International Day for the Elimination of Racism advertisement in the Times-Colonist newspaper;
- attendance of Aboriginal Relations Department staff at the provincial Ministry of Aboriginal Affairs' Regional Caucus Meetings, and at BCBC district operational meetings; and,
- regular WDAP presentations to the Management Committee as well as frequent inclusion of diversity-related topics on Operating Committee agendas.

In October 1998, as part of BCBC's continuing effort to improve the effectiveness of its diversity strategy, the WDAP undertook a comprehensive review of its communication activities. This analysis identified that past communications on diversity matters tended to be reactive and event-specific. Panel members suggested that communication initiatives focus on clearly positioning workplace diversity as both a social issue and as a business imperative.

To address these suggestions, the WDAP has developed a draft communication plan, the focus of which is a more proactive, consistent and coordinated communications strategy. Elements of the strategy address the need to:

- maintain and increase awareness of diversity throughout the Corporation;
- raise corporate awareness of the members and function of the WDAP as well as the Panel's role in championing multiple events during the year;
- counteract any perception that the WDAP is solely an events-focused committee;
- increase awareness of diversity's link to corporate business objectives and the current global context;
- build greater awareness of the First Nations Business Plan, the Women's Business Plan, and the Multiculturalism Action Plan and Multiculturalism Week;
- further promote awareness of the Corporation's diversity policies by acting as a conduit for information to the Management Committee;
- further incorporate diversity elements in training procedures; and,
- highlight the link between the WDAP and the British Columbia Government and Service Employees Union.

Communications under this new plan will focus initially on an internal audience: staff, directors and the Management Committee. Implementation will be monitored and, once the internal objectives are achieved, the strategy could be expanded to an external audience including the shareholder, key stakeholders, customers and the general public.

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# BC Buildings

## STAFF TRAINING AND DEVELOPMENT

Continued education and training are other ways in which BCBC promotes diversity, multiculturalism and the creation of a nurturing work environment for all employees. While many of our communications activities are educational in focus, the workshop *Managing Change in the 90s: Promoting a Harassment Free Workplace* provides formal diversity training for all employees. Managerial and supervisory personnel are required to attend a one-day version of this workshop and a half-day version is available for other employees. Most BCBC staff attended this training in previous years. In 1998/99, the majority of our new employees attended these sessions.

Other training programs incorporating diversity and multiculturalism objectives this fiscal year were:

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | # OF PARTICIPANTS AND SESSIONS |
|---|---|---|
| Unlearning Racism | WDAP | 16 participants<br>1 session |
| Team Building Workshop | WDAP | 16 participants<br>1 session |
| Improving Communications at BCBC (video conference) | All employees | Video conference at multiple sites across province. |
| Tripartite Public Education Initiative (First Nations Awareness) | WDAP | 16 participants<br>1 session |
| Treaty Information Sharing Conference (hosted by The Cariboo Tribal Council) | Aboriginal Relations Staff | 2 participants |
| Delgamuukw Business Conference (hosted by the Sto:lo Nation) | Aboriginal Relations Staff | 1 participant |
| First Nations Consultation Guidelines Training (provided by Aboriginal Affairs) | Aboriginal Relations Staff | 1 participant |
| Governance Workshop (provided by Ktanaxa-Kinbasket First Nations and Aboriginal Affairs | Aboriginal Relations Staff | 1 participant |
| Aboriginal Issues Management (hosted by RCMP) | Aboriginal Relations Staff | 1 participant |
| Business at the Summit—Making Partnerships a Reality (hosted by BC Hydro) | Aboriginal Relations Staff | 2 participants<br>1 session |
| Lands and Resource Use Workshops (three workshops hosted by three different communities) | Aboriginal Relations Staff | 1 participant per session |

In 1998/99, BCBC continued to augment its resource libraries of books and videos related to diversity and multiculturalism (located in the Human Resources department) and First Nations (located in the Aboriginal Relations department). We also continued to build a database of speakers who specialize in diversity and multicultural issues and are available to address employees at corporate events. A catalogue of all these resources is available to all employees.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

In 1998/99, BCBC commissioned a comprehensive employee opinion survey in which 644 (82%) of the Corporation's employees participated. The overall purpose of the survey was to gauge employee satisfaction with BCBC. The firm Watson Wyatt conducted the survey and analyzed the results.

The survey covered topics such as customer service, employee benefits, health and safety, performance development, change management, leadership, communication, employee involvement/empowerment, workload, pay,

# BC Buildings

## STAFF TRAINING AND DEVELOPMENT

Continued education and training are other ways in which BCBC promotes diversity, multiculturalism and the creation of a nurturing work environment for all employees. While many of our communications activities are educational in focus, the workshop *Managing Change in the 90s: Promoting a Harassment Free Workplace* provides formal diversity training for all employees. Managerial and supervisory personnel are required to attend a one-day version of this workshop and a half-day version is available for other employees. Most BCBC staff attended this training in previous years. In 1998/99, the majority of our new employees attended these sessions.

Other training programs incorporating diversity and multiculturalism objectives this fiscal year were:

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | # OF PARTICIPANTS AND SESSIONS |
|---|---|---|
| Unlearning Racism | WDAP | 19 participants<br>1 session |
| Team Building Workshop | WDAP | 18 participants<br>1 session |
| Improving Communications at BCBC (video conference) | All employees | Video conference at multiple sites across province. |
| Tripartite Public Education Initiative (First Nations Awareness) | WDAP | 16 participants<br>1 session |
| Treaty Information Sharing Conference (hosted by The Cariboo Tribal Council) | Aboriginal Relations Staff | 2 participants |
| Delgamuukw Business Conference (hosted by the Sto:lo Nation) | Aboriginal Relations Staff | 1 participant |
| First Nations Consultation Guidelines Training (provided by Aboriginal Affairs) | Aboriginal Relations Staff | 1 participant |
| Governance Workshop (provided by Ktunaxa-Kinbasket First Nations and Aboriginal Affairs | Aboriginal Relations Staff | 1 participant |
| Aboriginal Issues Management (hosted by RCMP) | Aboriginal Relations Staff | 1 participant |
| Business at the Summit—Making Partnerships a Reality (hosted by BC Hydro) | Aboriginal Relations Staff | 2 participants<br>1 session |
| Lands and Resource Use Workshops (three workshops hosted by three different communities) | Aboriginal Relations Staff | 1 participant per session |

In 1998/99, BCBC continued to augment its resource libraries of books and videos related to diversity and multiculturalism (located in the Human Resources department) and First Nations (located in the Aboriginal Relations department). We also continued to build a database of speakers who specialize in diversity and multicultural issues and are available to address employees at corporate events. A catalogue of all these resources is available to all employees.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

In 1998/99, BCBC commissioned a comprehensive employee opinion survey in which 644 (82%) of the Corporation's employees participated. The overall purpose of the survey was to gauge employee satisfaction with BCBC. The firm Watson Wyatt conducted the survey and analyzed the results.

The survey covered topics such as customer service, employee benefits, health and safety, performance development, change management, leadership, communication, employee involvement/empowerment, workload, pay, interdepartmental teamwork and diversity. Where possible, Watson Wyatt compared BCBC's results with their WorkCanadaTM government and private-sector databases.

With respect to diversity:

- 74% of employees reported that their work area was free from harassment (up from 72% reported in a 1993 internal survey)
- 78% of employees agreed that, in their work area, there is mutual respect between employees regardless of their cultural background or personal characteristics (compared to 64% in government and 75% in the private sector)
- 50% of respondents agreed that management was effective and showed leadership with respect to fostering a diverse workforce (compared to 36% in government and 47% in the private sector)
- 62% of respondents felt that embracing diversity is important to BCBC's organizational strength
- 36% of employees felt that senior management treats employees at the respondent's level with dignity and respect (compared to 39% in government and 49% in the private sector)

BCBC has developed an action plan to address the major issues and areas for improvement identified by this survey. The focus of the plan is continuous improvement in all areas. Progress will be measured using focus groups, employee feedback and future surveys with the 1998/99 survey results providing baseline data.

## SIGNIFICANT CONTINUING INITIATIVES

In addition to the initiatives highlighted in the preceding sections of this report, the Corporation continues to support the principles of multiculturalism and diversity in numerous ways.

We continually assess our human resource policies, procedures and practices to ensure that they address issues relating to multiculturalism and foster a work environment that is inclusive and harassment-free.

BCBC is also developing a new human resource information system that will include a diversity component. This system will allow the Corporation to plan and track its efforts to increase designated group representation, where appropriate.

One of the highest-profile initiatives of the Corporation is our Generation Y program. This program, which started in 1995, provides job and life-skills training for at-risk youth between the ages of 17 and 24. While the program is not a multicultural initiative per se, the 1998/99 Generation Y participant profile reflected British Columbia's diverse population. This clearly illustrates how multiculturalism and diversity are being integrated into our day-to-day business.

BCBC continues to provide meeting space for various ethnic employee associations, and has provided conference facilities for ethnic or multicultural community events. We also support employee volunteer efforts in the communities in which we do business.

All of these activities receive the continuing and essential support from the Management Committee and Board of Directors.

## MULTICULTURALISM ACTION PLAN 1999/2000

1. Outreach recruitment by advertising external vacancies with agencies, newspapers and publications serving the four designated groups. *Responsibility:* Human Resources department
2. Develop strategy for surveying applicants and short-listed candidates to evaluate effectiveness of outreach recruitment strategy. *Responsibility:* Human Resources department
3. Undertake a total of four outreach presentations about employment and opportunities with BCBC at career fairs, friendship centers and/or ethnic associations in communities in which we do business. *Responsibility:* Human Resources department supported by Core Business Groups
4. Undertake a comprehensive employee census to determine workforce demographics. *Responsibility:* Human Resources department and WDAP
5. Organize Corporation-wide activities to celebrate National Aboriginal Day on June 21, 1999 to promote awareness of Aboriginal cultures in the province. *Responsibility:* Vice President, Finance Group
6. Organize Corporation-wide activities to celebrate Multiculturalism Week to promote awareness and education with regard to multiculturalism. *Responsibility:* Vice President, Property Management Group

# BC Buildings

7. Hold WDAP meetings at different cultural venues and incorporate cross-cultural learning opportunities into meeting agendas. Evaluate and recommend these venues for other corporate meetings. *Responsibility:* WDAP and Human Resources department

8. Integrate diversity issues into all established and new corporate training and development programs. *Responsibility:* Human Resources department/Organization and Staff Development

9. Incorporate diversity-related workshops or events into annual BCBC business conferences. *Responsibility:* WDAP in conjunction with Management Committee

10. Present the Unlearning Racism workshop at a regular President's Committee meeting. *Responsibility:* Human Resources department, and President & CEO

11. Continue to support and build BCBC's capacity to establish business relations with First Nations. *Responsibility:* Client and Accommodation Services group

12. Include participation in community and corporate diversity events in the Corporation's Good Life Program. *Responsibility:* Human Resources department in conjunction with WDAP

13. Prepare a report on diversity for internal and external audiences. *Responsibility:* WDAP and Human Resources department

14. Evaluate diversity policies to ensure congruency with amendments to the Human Rights Code and emerging business issues. *Responsibility:* Human Resources department and WDAP

15. Review WDAP membership and rotate approximately 50% new members. *Responsibility:* Human Resources department, Vice President, Client & Accommodation Services, and the WDAP Chair will make recommendations for approval by the Management Committee.

16. Implement the WDAP Communications Strategy *Responsibility:* WDAP

## APPENDIX 1: 1998–99 MULTICULTURALISM ACTION PLAN PROGRESS REPORT

1. Develop and conduct an employee survey with questions aimed at data-gathering for a multicultural knowledge base. *Status:* Completed. See Significant Continuing Initiatives section of this report.

2. Continue to enhance our internal resource library through the purchase of materials, videos and other educational materials. *Status:* Completed with on-going enhancements. See Staff Training and Development section of this report.

3. Continue to expand our database of guest speakers, specializing in multicultural/ diversity topics, to address employees at corporate events. *Status:* Completed with on-going enhancements. See Staff Training and Development section of this report.

4. Provide adequate financial and other resources to support multicultural activities. *Status:* Completed/on-going. See Corporate Commitment section of this report.

5. Continue to recognize and increase the profile of employees who are actively supporting and participating in the ethno-cultural community as well as managers who encourage their staff to support and participate workplace diversity and multicultural initiatives. *Status:* Completed/on-going. Employees are recognized through the annual Multiculturalism Award. See Communication Activities section of this report.

6. Continue to post Workplace Diversity Panel meeting minutes throughout the Corporation as well as the activity reports of the Aboriginal Relations department. *Status:* Completed/on-going. See Communication Activities section of this report.

7. Provide training and educational sessions to all staff that promote their active participation in, and support of, workplace diversity and multiculturalism. *Status:* Completed/on-going. See Communication Activities section and Staff Training and Development section of this report.

## APPENDIX 2: 1996–2000 HUMAN RESOURCES STRATEGIC PLAN DIVERSITY INITIATIVES PROGRESS REPORT

### *Business Planning*

1. Continue to support and build BCBC's capacity to establish business relations with First Nations. *Status:* On-going, led by Client and Accommodation Services.

2. Assist Management in implementing plans related to the employment and development of women in the Corporation. *Status:* On-going.

3. Implement objectives that will facilitate the integration of diversity-related goals and objectives into the business planning cycle. *Status*: Completed. See Corporate Commitment section of this report.

### *Management Information and Reporting*

1. Continue reporting statistical and demographic information as required. *Status*: BCBC currently reports gender statistics. A new human resources information system that will allow designated group tracking and demographics analysis is under development with completion anticipated for November 1999. An employee census is planned for Fall 1999.

2. Prepare a milestone report on all aspects of diversity for both employees and external partners. *Status*: Partially met. The Buildings Post insert circulated to all staff and made available to external partners reported on the Corporation's diversity initiatives. Information on diversity is also included in the Corporation's Annual Report.

### *Policies and Processes*

1. Evaluate our diversity policies to ensure congruency with amendments to the Human Rights Act and emerging business issues. *Status*: Ongoing. Further policy review by WDAP/Human Resources department planned for early 1999/00.

### *Communication and Employee Development*

1. Fully integrate diversity into development activities related to the acquisition of critical knowledge and skills. *Status*: Under development.

2. Evaluate the effectiveness of utilizing bridging positions as a development mechanism. *Status*: Complete. The bridging position strategy is now being implemented. Three bridging positions were offered in 1998/99. Six positions will be offered in 1999/00.

### *Workplace Diversity Advisory Panel*

1. Revisit panel structure to ensure effectiveness in supporting corporate diversity initiatives. *Status*: Complete. Panel operates in an advisory capacity to corporate senior management with respect to the implementation of workplace diversity in BCBC.

2. Review Panel membership and appoint approximately 50% new members as required, on a rotational basis. *Status*: Complete. New members appointed in September 1998.

# BC Ferries

## EXECUTIVE SUMMARY

During 1998–1999 B.C. Ferries marketing initiatives continued to attract multicultural customers with the development of a language advertisement that was developed for Tourism BC's new German Market Vacation Planner.

Human Resources staff responded to the needs of local community groups by providing general recruitment information and employment opportunities.

Corporate Advisory Committees, comprising local residents, held public consultations on many issues of importance to local communities.

The B.C. Ferries Equity Census was distributed to new hires. The information from the Census is entered into the Human Resources Information System where it is periodically reviewed.

Number of full time equivalent staff was 4,635 as of April 23, 1999.

## CORPORATE COMMITMENT AND IMPLEMENTATION

In the recently updated Corporate Strategic Plan, the Workforce Development Goal lists the following strategy: implementing recruitment and development programs to maintain an appropriate supply of skilled employees, recognizing our commitment to diversity principles and youth initiatives. Hiring statistics are reviewed periodically during the year.

In addition, the Corporate Multiculturalism policy provides a framework for any Corporate multicultural initiative.

The B.C. Ferries Equity Census is given to each new employee to voluntarily complete. The information from this census is entered into the Human Resources Information System. The census offers us a picture of the diverse nature of our workforce.

The Advisor, Special Projects is responsible for multiculturalism. This position reports to the Senior Director, Human Resources for the purposes of monitoring Corporate initiatives and guiding their progress. Administrative support is provided by a Human Resources clerk whose duties include assisting the Advisor, Special Projects. Implementation of initiatives reside with the regional business units and/or the other Divisions of the Corporation. Divisions and regional Business Units of the Corporation may also independently initiate and monitor their own activities.

## COMMUNICATION ACTIVITIES

***Internal:***

The B.C. Ferries Equity Census is given to each new employee to voluntarily complete. The information from the census is entered into the Human Resource Information System and gives us a picture of the diverse nature of our workforce.

The revised Corporate Harassment policy was communicated to all employees as a Fleet Bulletin.

Internal communications are monitored to ensure they are sensitive to the multicultural nature of the Corporation's workforce.

***External:***

A German language advertisement was developed for Tourism B. C.'s new German Market Vacation Planner.

Human Resources staff assisted the Victoria Immigrant and Refugee Centre by assembling a recruitment package and answering questions about employment opportunities at BC Ferries.

Human Resources staff contributed a book review of "Business Results Through Diversity" to *Voices*, the publication of the Victoria Immigrant and Refugee Centre.

Press releases are monitored to ensure they are sensitive to the multicultural nature of the communities we serve.

Participation by Interisland Services South management staff in the Coastal Community Network conference and trade fair. One of the workshops presented dealt with employment and economic development issues of concern to Aboriginal people.

## STAFF TRAINING AND DEVELOPMENT

**Aboriginal Awareness Program Workshop** – an introduction to historical and cultural information and an overview of tribal and political structure. Information was presented by the Malahat, Penelakut, Nanaimo and Lyackson First Nations. Staff of Interisland Services-South, 20 people attending.

**Supervisory Skills Training, Supervisors, Training** – Human Resources, 171 people attending; one hour of diversity information; opportunity for discussion throughout the course.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

The information from the B.C. Ferries Equity Census is entered into the Human Resource Information System. Statistics are gathered quarterly.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

The Corporation, through our various Advisory Committees, continues to facilitate discussions with the residents and communities we serve. There is Aboriginal representation on many of these committees. The Advisory Committees are: Gambier/Keats Liaison Committee; Tri-Island Advisory Committee in Port McNeill; Quadra/Cortez Advisory Committee; Hornby/Denman Advisory Committee; Northern Sunshine Coast Advisory Committee; Southern Gulf Island Advisory Committee; Bowen Island Advisory Committee; Gabriola Ferry Advisory Committee; Thetis/Kuper Advisory Committee; and Mill Bay/Brentwood Bay Advisory Committee.

The Director, North Coast Operations routinely consults with local Bands including the Lax Kw"Alaams, Haida, Hartley Bay, Kittkatla and Metlakatla.

Representatives of the Corporation met with Nanaimo First Nations, the Kincolith band and the Sliammon Treaty Society on items of mutual interest.

The Corporation hosts B.C. artists and speakers on the Inside Passage and Discovery Coast cruises. Aboriginal artists are among the participants.

The Retail Department purchases Aboriginal garments, carvings, silver/brass jewelry, cards and prints that are offered for sale on the Northern routes. The department often works directly with the artist and does not carry anything unless compensation goes directly to the artist.

The Corporation provides special arrangements to accommodate special events in the communities it serves. Many of these are Aboriginal communities.

## ACTION PLAN FOR 1999–2000

The Corporation is currently undergoing major strategic changes on several fronts. This limits our resources and abilities that are necessary for initiating major multicultural initiatives. Once a strategic direction and fiscal frameworks have been confirmed, the Corporation can reassess the priority of all initiatives.

# BC Housing

## EXECUTIVE SUMMARY

The British Columbia Housing Management Commission (BC Housing) is an agency of the provincial Ministry of Employment and Investment. Our mandate is to fulfill the government's commitment to affordable housing for all British Columbians by developing, administering and managing social housing in a responsible, cost-effective and accountable manner that efficiently utilizes public resources and delivers well-managed services to tenants.

As an agency of the Provincial government, BC Housing is committed to providing our services in a manner that is sensitive to the needs of a culturally diverse workplace and community. This is demonstrated in BC Housing's strategic plan, which was adopted by the Board of Commissioners in January 1997 and re-affirmed in the guiding principles which were adopted by the Board of Commissioners at their meeting on September 19th, 1998.

In 1998/99 there were a number of specific initiatives undertaken that reflect this commitment, including:

- the provision of an intensive two-day 'Intercultural Skills Training' course for 191 front-line staff;
- the translation of our brochure "Applying for Social Housing in British Columbia" into nine languages; and
- the development and maintenance of a Multiculturalism home page on BC Housing's Intranet system to promote cross-cultural understanding amongst staff.

In 1999/2000 the focus of our action plan is to continue to encourage our housing partners to embrace the goals of the Multiculturalism Act of BC.

Number of staff or Full Time Equivalents (FTE's) - 362

## CORPORATE COMMITMENT AND IMPLEMENTATION

In May of 1996 BC Housing updated its internal multiculturalism policy to ensure all aspects of our delivery of services and programs respected the purposes and policies of the *Multiculturalism Act* of 1993.

In addition, BC Housing's on-going commitment to multiculturalism was re-affirmed in the guiding principles which were adopted by the Board of Commissioners at their meeting on September 19, 1998 and which include the guiding principle to "respect and honour the diversity of our staff, tenants and partners and all those we work with in fulfilling our mission."

BC Housing's Staff Multiculturalism Committee has been active since 1993. Members include thirteen representatives from all staff levels and Branches across the Commission. The Committee's mandate is to ensure compliance with the Act and to promote respect for diversity.

The Committee meets quarterly and copies of their minutes are tabled with BC Housing's Executive Committee.

Responsibility for multiculturalism is jointly shared by two senior staff members who report to the General Manager - the Director of Client Services and the Director of Personnel and Labour Relations. These two positions co-chair the Staff Multiculturalism Committee and seek to ensure that services to both internal and external clients respect the diverse multicultural nature of BC's population and promote the objectives of the *Multiculturalism Act.*

The Staff Multiculturalism Committee develops an annual workplan stating its goals and objectives for each year.

The staff person with responsibility for each goal is determined and completion dates identified. BC Housing's Executive Committee then approves the plan and progress in meeting these goals is monitored by the Multiculturalism Committee. Quarterly updates to the Executive Committee are made in terms of the activities completed or any changes to the plan.

The workplan is divided into four key areas, with specific objectives, as follows:

*a) Priority of Multiculturalism*
Objective 1: To achieve an internal environment of respect for diversity and an understanding of multiculturalism within BC Housing.
Objective 2: To ensure that the Multiculturalism Committee will have a strong voice at senior decision making levels within BC Housing.

*b) Sensitivity Amongst Staff, Tenants, and Contractors*
Objective 1: To ensure that all individuals and groups in contact with BC Housing will be immediately aware of the Multiculturalism Policy.
Objective 2: All policies, forms, and procedures will be culturally sensitive and recognize issues of cultural diversity.
Objective 3: BC Housing will strive to encourage respect and tolerance for diversity within directly managed communities.

*c) Information and Access*
Objective 1: Open and equal access to housing information will be available to all cultural and ethnic groups.

*d) Operations of Non-Profit Societies and Cooperatives*

Objective 1: Non-profit and cooperative housing providers will be encouraged to include multiculturalism in their policies and procedures.

Objective 2: Multiculturalism will be included in operational and procedural reviews of non-profit and cooperative housing providers.

## COMMUNICATION ACTIVITIES

The Staff Multiculturalism Committee has developed and maintains a home page on BC Housing's Intranet system to ensure employees are made aware of activities, both internal and external, that support the goals of Multiculturalism BC. This page is updated regularly and includes minutes of Committee meetings, the annual workplan and upcoming activities.

BC Housing, in conjunction with the Knowledge Network, produced six 30-minute television segments entitled 'Opening Doors' which explore the challenges and realities of affordable housing in BC. The program content reflects the diverse multicultural nature of the housing communities supported by BC Housing. The fact sheets supporting each program were distributed to various agencies across the Province, which work with immigrants and newcomers to Canada. In addition, the fact sheets were translated into Chinese and provided to key organizations and media, which work with this community.

## STAFF TRAINING AND DEVELOPMENT

BC Housing demonstrated its commitment to improving staff's understanding of multiculturalism issues by:

- providing 191 front-line staff who have daily public contact with a two day training course 'Intercultural Skills Training'. This reflects more than 55% of all staff across the organization. The session included segments on resolving conflicts that may be culturally based and recognizing and respecting the different communication styles of cultural groups;
- providing all management staff with a half day training session outlining their legal obligations and responsibilities under the *Multiculturalism Act, Human Rights Act* and *Canadian Charter of Rights and Freedoms;*
- providing 86 excluded managers and supervisors with a three-day Leadership Skills Training course that included a section on awareness of issues related to cultural diversity;
- continuing to provide new employees with written information on BC Housing's multiculturalism policies and highlighting the importance of this policy during day long orientation sessions held for new all staff;
- developing a series of questions for inclusion in the annual staff survey which look at the importance of respect for diversity and which begin to measure the extent to which staff feel these attitudes are reflected in the organization and in the work that they do.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

A major part of the Multiculturalism Committee's mandate is to ensure programs, services, policies and legislation are reviewed for multiculturalism issues. The work of the Committee resulted in a number of key initiatives being taken:

- standard language with regard to BC Housing's position on discrimination and harassment is now included in all ads, tenders and contract documents to which BC Housing is a party to;
- all publications printed by BC Housing are being reviewed to ensure our commitment to Multiculturalism is included (e.g. Resident Involvement Kit, 'Tips and Tools' and 'News For You' newsletters);
- brochure "Applying for Social Housing in British Columbia" is now available in nine languages. Further translation requirements are being documented and prioritized and will be undertaken within the next year.
- a list of volunteer translators available on staff has been compiled. BC Housing is now able to provide services to clients in 18 different languages, including sign language.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

- BC Housing provides affordable housing information workshops to all advocacy groups serving immigrants on an 'as requested basis'. It is hoped that over the next year this initiative will be expanded to include discussions about the specific housing needs of their clients. This information will enhance our understanding of the housing needs of new immigrants and help to improve the delivery of our housing services and programs to these clients.

# BC Housing

- BC Housing provides housing sponsors and tenants associations interested in developing more inclusive communities, with a 'Diversity Kit'. Funded in part by a BC Housing Community Housing Initiatives grant, the kit is produced by the Cooperative Housing Federation of BC and is an excellent resource and activities manual for individuals and groups.

## ACTION PLAN FOR 1999–2000

BC Housing's major initiatives for 1999/2000 include:

- developing intranet links to the Events Calendar and Multiculturalism BC web-site;
- providing information on BC Housing's multiculturalism policy and a discussion on developing inclusive communities in the 'first time package' for new non-profit housing societies and cooperatives;
- recommending that the BC Non-Profit Housing Association include material on strategies for building inclusive communities into its policy templates for new non-profit societies;
- sponsoring, in conjunction with the Cooperative Housing Federation of BC, five one-day 'Diversity' workshops for their members in various Lower Mainland locations;
- discussing with sponsor groups any critical issues regarding diversity which may have emerged in their communities, as part of the operational reviews which are undertaken. Staff will endeavour to help societies address issues that emerge in a manner that reflects BC Housing's commitment to multiculturalism; and
- holding a staff event to celebrate multiculturalism to ensure staff awareness is maintained.

The parties responsible for achieving each goal have agreed to timelines and accountability measures.

## BC Hydro

### EXECUTIVE SUMMARY

BC Hydro has worked diligently this past year to build on the foundation for providing equitable employment opportunities and fostering a respectful work environment. Moreover, through innovative interactive technology, Hydro is redefining its approach to customer service and employee communications.

One of BC Hydro's internal websites is the explicit domain of the Hydro Employees Multicultural Society (HEMS). This website offers instant access for all employees to information about monthly multicultural events around the province and increases awareness of the diversity of our workforce and our multicultural communities.

BC Hydro's external website provides a wide variety of information to customers including information about our multicultural events and activities. Corporate Communications is committed to placing images on the website which portray BC's diverse population base.

A new Interactive Voice Response system is under development. This system will allow customers who speak English, French, Cantonese, Mandarin, Hindi and Punjabi to get specific information in their own language about their Hydro bill, report a payment, find out when their meter will be read etc. BC Hydro is one of the few British Columbia companies offering interactive services in this many languages.

Apart from this major focus on technological advancement our commitment to multiculturalism and employment equity covers a broad range of programs and initiatives for both customers and employees. Highlights from the past year include:

***Customer Based Programs and Activities:***

- Customers can increasingly access information in languages other than English.
- Safety brochures and decals are now multilingual.
- PowerSmart demonstrations and advertisements about our programs and services are offered in a variety of languages through multicultural media and community events.

***Employee Based Programs and Activities:***

- Multicultural Week was celebrated by hundreds of employees through their attendance at the annual Multicultural Food Fair in Burnaby and simultaneously at other Hydro offices throughout the lower mainland which organized their own events to celebrate Multicultural week.
- National Aboriginal Day was celebrated at our downtown office and was open to the public.
- The International Day for the Elimination of Racism was acknowledged by bringing Vancouver Grizzly's basketball player, Tony Massenburg, to Stride Community School in Burnaby to talk to the students and Hydro employees about racism.
- Human Rights Day was celebrated with an address from the President and CEO.
- Cross Cultural Training continued to be provided by the Aboriginal Relations Department to employees and other corporations.
- Respectful Workplace Training continued to be provided to employees.

***Community Based Programs and Activities:***

- BC Hydro provided Cantonese PowerSmart demonstrations at the Home Show.
- Hydro Employees Multicultural Society was sponsored to participate in the "Showcase of Cultural Connections", a multicultural, educational exhibit with the objective of enhancing understanding and knowledge about diversity in Canada. BC Hydro also provided funding to the Vancouver Multicultural Society which coordinated the event.

BC Hydro employees participated in many events around the province including:
- The Seabird Island First Nations Festival.
- Stewart International Days in Terrace.
- Faces of the World Festival in Burnaby.
- Caribbean Festival on the North Shore.
- Nuu-Chah-nulth Tlupiich Games in Port Alberni.
- Multi-Fest in Richmond.
- Ismali Family Fair in Burnaby.
- Delgamuukw Business Conference with he Sto'lo' Nation.
- First Nations Big Sisters Program launch at UBC.
- Alert Bay Big House fundraiser "Rising From the Ashes".

BC Hydro also provides many sponsorships around the province including:

- "Visions For the Future" regional Youth Career Fairs.

# BC Hydro

- Scholarships in the amount of $8,000 to aboriginal students.

- Funding support for events of many multicultural organizations.

- Sponsorship of the Annual Volunteer Recognition Awards, presented to a very diverse group of volunteers working in various communities.

## CORPORATE COMMITMENT AND IMPLEMENTATION

### *Executive Commitment:*

One of the strategic objectives outlined in BC Hydro's Strategic Business Plan is to 'build a strong and capable organization." There is a stated commitment within this objective to "increase the diversity of our workforce to reflect the communities we serve and to encourage new ways of thinking and operating."

BC Hydro's Employment Equity Department conducts planning sessions with Strategic Business Units (SBU) and the Unions to ensure that employment equity and multiculturalism initiatives form part of each SBU Management Plan. Sufficient resources are allocated in the SBU Management Plans, as well as in the Employment Equity Department Management Plan, to carry out multicultural and diversity initiatives, both internal and external.

### *Dedicated Resources:*

The structural support for multiculturalism is through the Employment Equity Department. This department is a dedicated resource responsible for policy development, planning for employment equity and multiculturalism, development and maintenance of tools for measuring success and coordination of programs and initiatives.

The Corporate Equity Manager and Corporate Diversity Coordinator are the designated persons responsible for multiculturalism. The Corporate Equity Manager reports to the Senior Vice President, Executive Operations.

The Employment Equity Department participates in various committees including:
- Multiculturalism BC Crown Corporations Committee
- Diversity Planning Committees
- Crown Corporations Secretariat Equity/Diversity Committee
- Crown Corporations Employment Equity Practitioners Committee

As well, each SBU sponsors the Hydro Employees Multicultural Society (HEMS) which coordinates various multicultural events throughout the year that increase awareness and appreciation of British Columbia's diverse population. In 1998 HEMS was presented with a recognition award by the Provincial Multicultural Advisory Committee for its outstanding achievements in the area of multiculturalism.

### *Measuring Success:*

Corporate and SBU diversity and multiculturalism objectives are measured both quantitatively and qualitatively. This occurs through quarterly progress reporting by the SBUs and through semi-annual demographic profile reports.

The Employment Equity Department is responsible for ensuring point-of-hire surveying of new employees and employees hired under the Youth Options Program as to their designated group status. The Department is also responsible for the maintenance of the Equity Data Base, managed by BC STATS, and for the dissemination and analysis of demographic reports.

During the 1998/99 fiscal year a comprehensive demographic analysis of Hydro's workforce was begun. A final report and presentations will be completed in May, 1999. The analysis compares BC Hydro's progress over the past two fiscal years with that of three other organizations with similar occupational categories, as well as with the BC labour force at the present time and projected 10 years into the future. The Report contains Opportunities and Challenges for Hydro to consider with respect to future labour force trends in British Columbia.

# BC Hydro

## COMMUNICATION ACTIVITIES

| TYPE OF ACTIVITY | TARGET GROUP | ISSUES DISCUSSED | DEPARTMENT RESPONSIBLE | START & END DATE | RESULTING ACTIONS |
|---|---|---|---|---|---|
| Branding Strategy Advertising in Print & Electronic Media | External Customers | Ads incorporated the cultural representation of the diversity of the population of B.C. | Corporate Communications | Ongoing | Wider recognition among diverse customer base. |
| Lobby display in Burnaby & Vancouver offices to celebrate days of significance to various cultural groups. | Internal Employees and walk-in traffic | Education/Awareness | Voluntary activity by Hydro Employees Multicultural Society (HEMS) | one week for each event | Wider recognition of the traditions of different cultures. |
| HEMS multicultural food fair and celebration. | Internal employees | Education on customs and foods of various countries. | Voluntary HEMS activity with support from Employment Equity Dept. and all business units. | Multicultural Week in February | Wider recognition of the traditions, foods, and music of different cultures and the reasons for them. |
| Multiculturalism Week Display of posters, etc. | Internal employees | Outlines the importance of recognizing different cultures. | Employment Equity Department | Multicultural Week in February | Recognition of different cultures and what cultural diversity means among employees. |
| International Day For The Elimination Of Racial Discrimination – Tony Massenburg speaks about Racism at Stride school | Internal employees & external public | Hydro's commitment to working in the community to address racial discrimination. | Employment Equity Dept. | March 25th | Heightened awareness of and strategies for addressing racism in the community. |
| National Aboriginal Awareness Day | Internal employees | Lunch-time event celebrating Aboriginal culture. | Aboriginal Relations Department | June – two-hour lunch-time event | Educates employees on the cultures, beliefs and foods of Aboriginal Peoples. |
| BC Place Spring & Fall shows – Personal appearance by Canede Wong at BC Hydro display area | Large public audience of Chinese Canadians | Provides information in the language of choice for Chinese Canadians. | Power Smart – Customer Services | Length of Homeshow | Improved access to Home-services for customers. |
| Health Services Newsletter | Employees and their families | Community Services, counseling in own language, First Nations Services. | Health Services | ongoing | Employees and their families are able to find resources that will enable them to respond more effectively to health or other problems. |
| Workshops/Career fairs/ Informational sessions at agencies representing multicultural groups, i.e. SUCCESS | Multicultural and First Nations communities | Job search techniques, resume writing, interview skills training, information about careers at BC Hydro. | Employment Centre | ongoing | When these types of community skills have been identified as a need, Hydro contributes to filling the need by doing training in the community. |
| 10th Anniversary Power Smart Ad campaigns | Indo-Canadian, Asian and Aboriginal media | Environmentally responsible use of hydro. How to make your home "Power Smart." | Marketing and Customer Services | on-going | Hydro's Power Smart program is better utilized in the community resulting in better customer service and wiser use of hydro power. |

# BC Hydro

| TYPE OF ACTIVITY | TARGET GROUP | ISSUES DISCUSSED | DEPARTMENT RESPONSIBLE | START & END DATE | RESULTING ACTIONS |
|---|---|---|---|---|---|
| Multicultural/international external events<br>• 29th Annual First Nations Festival, Seabird Island, Abbotsford<br>• Stewart International Days, Terrace<br>• Faces of the World Festival, Burnaby<br>• Caribbean Festival, North Shore<br>• Nuu-Chah-Nulth Tlupiich Games, Port Alberni<br>• Multi Fest, Richmond<br>• Ismali Family Fair, Burnaby | Audience at events | Product promotion/ assistance with events | Marketing & Customer Services | Summer 1998 | A wider cross section of the communities we serve had the opportunity to discuss Hydro's products and Hydro employees learned more about various cultures and events. |
| AT&T Language Line | Customers | Provide assistance in other languages (translation service). | Marketing & Customer Services | 1998/99 | Customers who cannot speak English can receive service in their own language. This system is currently being replaced with a new Interactive Voice Response System. |
| Cantonese language training | Cantonese speaking customers | Provides customer assistance in Cantonese. | Marketing & Customer Services | 1998/99 | Increased level of Customer Service for Cantonese speaking customers. |
| 7 Steps to Electrical Safety brochure for construction workers published in English and Punjabi | Workers in Construction industry | Electrical safety when working on a construction site. | Corporate Safety | ongoing | English and Punjabi speaking/reading construction workers educated as to safety when working around power lines. |
| Application for Service – 11 languages | Marketing and Customer Services customers | Application for service | Marketing and Customer Services | ongoing | Better understanding of application by customers. |
| Safety decals on pump houses, irrigation pipes in English, Cantonese and Punjabi. | General public | Safety issues | Corporate Safety | | Safety messages reached the broader public. |
| Louie the Lightening Bug Activity books translated to French. | Grade 5 & 6 students in French Immersion schools | Safety | Corporate Communications | | Safety training for children was expanded to French speaking students. |
| Aboriginal Cross Cultural Training | • Employees<br>• BC Ferries<br>• Federal Treaty Negotiations<br>• Health Canada<br>• Environment Canada<br>• Aboriginal Organizations | Business impacts of working cooperatively with First Nations Communities, current aboriginal issues. | Aboriginal Relations Department | on-going | Increased awareness of aboriginal issues and business drivers for working cooperatively with First Nations communities. |
| Nisga'a Public Education Project | General public | Delivered 20 presentations focused on the Nisga'a Final Agreement | Aboriginal Relations Dept. | 1998/99 | Public education around Nisga'a treaty |

| TYPE OF ACTIVITY | TARGET GROUP | ISSUES DISCUSSED | DEPARTMENT RESPONSIBLE | START & END DATE | RESULTING ACTIONS |
|---|---|---|---|---|---|
| Talking Circle Newsletter | • Employees<br>• Aboriginal communities throughout B.C. | Aboriginal issues, Hydro's initiatives in First Nations communities. | Aboriginal Relations Dept. | on-going | Education and awareness building for both Hydro employees and First Nations communities. |
| Aboriginal Media Workshop | Media from Aboriginal communities | Aboriginal media | Corporate Communications | 1998/99 | Shared information about Aboriginal media and Corporate Communications. |
| "Pulling Together" video series | Television Northern Canada | Six-part video program developed by BC Hydro to heighten awareness of First Nations People and issues. | Aboriginal Relations Dept. | on-going | Increased awareness of First Nations People and issues. |
| First Nations News | Employees | First Nations news and events and their relationship to BC Hydro. | Aboriginal Relations Dept. | on-going | Increased awareness of First Nations People and issues. |
| Aboriginal seminars/ conferences/events | First Nations communities | Various issues relating to Aboriginal culture and business. | Aboriginal Relations Dept. | on-going | On-going development of community and business relationships pertaining to First Nations. |
| Ensure images used for external advertising publications, posters, signs, handouts are represen- of Hydro's culturally diverse customers. | Customers | N/A | Corporate Communications | on-going | All customers are explicitly acknowledged for their value to BC Hydro's tative business. |
| BC Hydro International employees business cards in English, Chinese and Spanish. | Chinese and Spanish speaking customers | N/A | BC Hydro International | on-going | Increases respect and business opportunities when dealing with Chinese and Spanish speaking customers. |
| HEMS Website development | Employees | Multicultural events and activities | Corporate and Financial Affairs | on-going | Increases awareness and understanding of multiculturalism, multicultural events and activities. |

## STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENT/BRANCH |
|---|---|---|
| Aboriginal Cross Cultural Training | Employees | All Strategic Business Units |
| Respectful Workplace Training | Employees | All Strategic Business Units |
| Presentation of diversity/multicultural, anti-racism training/ awareness through discussions and videos. | Employees | All Strategic Business Units |
| Professional Development training in employment equity and role implementation. | HR Managers and HR Personnel | Power Supply Transmission & in Distribution |
| Cantonese Language training | Customer Services employees | Marketing and Customer Services |
| Cross Cultural training skills for presentations to diverse groups of youth regarding employment opportunities/assistance with resume writing/interviewing skills. | Employees | Employment Centre |

M121

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# BC Hydro

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

During the 1998/99 fiscal year BC Hydro completed the second and final phase of a review of its employment systems. The Employment Systems Review (ESR) was an exhaustive review of employment policies and practices carried out over a three year period.

The systems reviewed were Training and Mobility, Compensation and Benefits, Job Evaluation, Recruitment and Selection, Layoff, Recall, Termination and Disciplinary Action and Conditions of Employment.

Each system was reviewed to identify any barriers to employment or retention of designated group members including women, aboriginal peoples, visible minorities and persons with disabilities.

Implementation of the Phase I ESR recommendations is underway and an implementation plan for Phase 2 recommendations is currently being developed.

With respect to customer service, BC Hydro continues to implement ways of improving service to ensure non-English speaking customers have better access to information about services and safety concerns.

Flexible Work Arrangements Guidelines were developed to assist individuals with accommodation of work and family responsibilities, religious obligations, community service and educational needs.

## SIGNIFICANT CONTINUING INITIATIVES/ADDITIONAL COMMENTS

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| Employment Systems Review – implementation of recommendations. | Employment Equity | On-going | Quarterly progress reports. |
| Respectful Workplace Policy and Program training | Health Services | On-going | Annual report outlining number and nature of complaints. |
| Aboriginal Cross Cultural Training | Aboriginal Relations Dept. | On-going | Annual reports on numbers of internal/external training sessions/participants. |
| Equity Data Base/Point of Hire Survey | Employment Equity | On-going | Semi-annual reports on demographic makeup of internal workforce. |
| Special events including multicultural week, Day for Elimination of Racial Discrimination, National Aboriginal Day and many other smaller multicultural events throughout the province. | All SBUs | On-going | Quarterly reports on events participation. |
| Hydro Employees Multicultural Society | Employee Organization | On-going | All SBUs report on their contributions of financial and human resources. |
| Employment Equity Planning | Employment Equity | On-going | Quarterly progress reports. |
| Community Liaison and Communications | All SBUs and Corporate Communications/Advertising Depts. | On-going | Annual reports outlining communications/advertising/liaison activities. |
| Hydro Contractor Guidelines 100K or more include equity policy. | Purchasing Dept. | On-going | N/A |
| Aboriginal Business Directory | Aboriginal Relations Dept. | On-going | N/A |
| AT & T Language line – interpreter services to customers in various languages. | Marketing and Customer Services | On-going | N/A |
| Outreach Recruitment & Liaison/training with community organizations. | Employment Services/ Employment Equity | On-going | Annual report of activities. |

# BC Hydro

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# BC Hydro

| NAME AND DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/BRANCH | START AND END DATE | METHOD OF MONITORING |
|---|---|---|---|
| Scholarship Program – 50% of Hydro scholarships to designated group members. | Corporate Donations | On-going | Annual report of scholarship information. |
| Flexible Work Arrangements | All SBUs | On-going | N/A |

## ACTION PLAN FOR 1999–2000

| NAME OF ACTIVITY | DESCRIPTION | TIMELINE | MEASURES |
|---|---|---|---|
| Develop New Corporate Diversity and Multiculturalism Plan | As the former Plan has been completed, we will develop a new Plan to reaffirm commitment to diversity/multiculturalism. | 1999/2000 | Corporate and Strategic Business Unit Key Performance Indicators. |
| Demographic Analysis | Analysis and projections of British Columbia's and BC Hydro's demographics and labour forces now and 10 years into the future.<br>This analysis will assist with planning equity and multicultural initiatives. | 1999/2000 | Development of Corporate Diversity and Multiculturalism Plan. |
| "Duty to Accommodate" Policy Development | Policy guidelines will be developed to enable managers to respond appropriately to accommodation requests around any of the human rights grounds. This will ensure a more welcoming and diverse workforce. | 1999/2000 | Numbers of accommodation requests met. |
| Continue building support for HEMS | Provide assistance to Hydro Employees Multicultural Society (HEMS) in securing increased funding from the Strategic Business Units to further broaden their mandate for multicultural education and awareness. | 1999/2000 | Funding allocated by business units in management plans. |
| Employment Systems Review Phase 2 Implementation Plan | Plan to implement recommendations from ESR Phase 2 to ensure equitable employment systems. | 1999/2000 | Implementation Plan approved by CMC and unions. |

# BC Lottery

## EXECUTIVE SUMMARY

British Columbia Lottery Corporation continues to maintain a diversity program that attracts and retains key human resources and enables the Corporation to deliver services in a manner that recognizes and respects our diverse population.

The previous year provided challenges to the Corporation whereby our workforce increased by approximately 25%, we expanded our business into two new product lines (Casinos and Electronic Bingo), opened 8 new Electronic Bingo halls, did testing of hand held bingo units in an additional 8 Bingo halls, took on responsibility to manage and conduct 15 Casinos and opened 1 new Casino. The expansion of gaming in the Province of British Columbia over the next fiscal year will continue to bring challenges to our workforce as we become adept in our new product lines and continue to challenge ourselves with the integration of approximately 200 new employees, in 24 locations, into the positive and strong culture of Lotteries. We will focus on continuing with the integration of cultural awareness into corporate-wide training sessions for all new staff, and distribution of publications in several different languages for our retail network and public.

## CORPORATE COMMITMENT AND IMPLEMENTATION

1. The Corporation's commitment to the goals of multiculturalism continue to be reflected in the Operating Plan and our Corporate Strategic Plan. The Corporation has enjoyed continued success in moving towards a workforce that reflects the diversity of the general population in British Columbia.

2. The Senior Executive, reporting to the Board of Directors are responsible for implementation with the assistance of the Employee Relations department staff.

3. The stated goals and objectives include, but are not limited to, the following:

- Maintaining and expanding a diversity program that attracts and retains key human resources and enables the Corporation to deliver services in a manner that recognizes and respects our diverse population;

- Developing competency based performance and reward systems;

- Ensuring the availability of information, in various languages, on our products and services, to different ethnic groups.
- achievement of a 90% acceptance rating for the Corporation's diversity policies among all employees;

- ensure diversity representation in 90% of all hiring and promotion activities;

- recognition by the public and within the multi-cultural community as an organization that promotes service, equity, diversity and an open and welcome workplace.

## COMMUNICATION ACTIVITIES

The Corporate business plan, mission statement, policies and programs are available to all staff through the Corporate Intranet site which is on each Employee's desktop. Employment advertising continues to target various ethnic groups and our commitment is stated in each ad. The Corporation continues to provide publications to the retailers and public, as well as training in various languages.

## STAFF TRAINING AND DEVELOPMENT

With this year's significant increase in staffing levels the focus was on ensuring that all new staff received training in the core programs. These included Harassment and Discrimination Awareness, Change Management and Workplace Conflict Management and lunchtime sessions on alternative healing and therapies. Additionally, we provided a session for our Retailer Training staff on "Training in a diverse environment" with Rhonda Margolis.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

All programs, services and policies are reviewed and evaluated at the time of implementation. Continual evaluation occurs in the department along with the assistance of the Employee Relations Department.

# BC Lottery

## SIGNIFICANT CONTINUING PROGRAMS AND INITIATIVE

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## ACTION PLAN FOR 1999-2000

The Corporation will continue to provide core sessions on Harassment and Diversity Awareness as well as working towards integration of new staff. We will expand our communications to cover the new business lines with a review on the needs for multi-lingual publications.

## SIGNIFICANT CONTINUING PROGRAMS AND INITIATIVE

| NAME OF ACTIVITY/ INITIATIVE | DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT RESPONSIBLE | START DATE | END DATE | METHOD OF MONITOR |
|---|---|---|---|---|---|
| Recruitment Advertising | Ensuring that all external recruitment ads are placed in ethnic publications in addition to regular sources. Continue to pursue new alliances for posting of ads in order to allow for greatest scope of candidates | Employee Relations | January 1995 | Ongoing | Unique tracking number assigned to each advertisement/posting allowing for tracking of source of response |
| Development of Business Management Training Program | one-day program for Retailers | Retail Sales Division | May 1997 | Ongoing | Response from Retailers |
| Selection Process | Shift to recruitment based on knowledge, skills and abilities | All departments | February 1995 | Ongoing | Workforce diversity at BCLC reflects that of the communities it serve |
| Employee Attitude Survey | Ensure initiatives are understood and received by Employees | All departments |  | Ongoing | Follow up survey by independent party |
| Recruitment of Chinese and Korean Trainers | Provide training to Retailers in their first language | Retailer Training Departments | April 1998 | Ongoing | Response from Retailers |

## ACTION PLAN FOR 1999-2000

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# BC Pavilion

## EXECUTIVE SUMMARY

For the second consecutive year, the B.C. Pavilion Corporation surveyed its' employees satisfaction with the application of the corporate core values. The results indicated a strong commitment to "treating its employees and customers with dignity and respect". There has been a significant shift in the way staff approach their relations with co-workers, as employees are now accountable for displaying these values and are formally evaluated on demonstrating them.

The new diversity brochure illustrating the same commitment to a workplace that treats its employees and customers with dignity and respect was distributed throughout the year to all new employees. Likewise, the personal and sexual harassment brochure was explained. In addition, the Corporation has created a "Who we are, What we do, What we stand for" brochure re-iterating the strategic objectives and values of the company.

During 1998/99 the Corporation continued to share copies of its popular award-winning *Multiculturalism at Work* video. This tape celebrates cultural differences and demonstrates the type of quality customer service expected of employees at the B.C. Pavilion Corporation and the Pacific National Exhibition (PNE). Approximately 500 copies of the video have been produced and packaged with a new, colourful sleeve. They have been distributed, upon request and at no cost to government ministries, schools and various corporations to contribute to broader awareness and training in other environments.

The number of salaried and unionized FTEs in the Corporation as of March 31, 1999 equal 182.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The B.C. Pavilion Corporation's policy and procedures manual states that the organization is committed to treating its employees and customers with dignity and respect and to creating a workforce representative of the population it serves. Qualified women, men, persons with disabilities, visible minorities and aboriginal peoples will have equal access to hiring, advancement and training opportunities in a safe work environment free from any form of harassment or discrimination.

The Director of Human Resources is responsible for multiculturalism and reports to the President & C.E.O. The Human Resources Department influences and assists employees and management to implement and practice the Corporation's multiculturalism policies.

All employees are expected to demonstrate and implement the corporate values which they developed and endorsed. Employees are individually accountable for displaying tolerant and professional behaviour and their progress is reviewed with their respective manager informally throughout the year and then formally during their annual performance appraisal.

## COMMUNICATION ACTIVITIES

1. The Corporation reviewed the vision and values of the organization over the past year. These commitment statements are posted on the Corporation's web site and shared with all new staff who join the organization. They are also included in the Corporation's intranet site and displayed in lobbies and on general notice boards at each of its properties.

2. The Corporation's volunteer Workplace Diversity Committee created a brochure explaining the meaning of diversity and outlining the organization's commitment to treating its employees with dignity and respect and to creating a workforce representative of the population it serves. These brochures are reviewed and distributed to all new employees in the organization and displayed in lobbies and human resources' offices.

3. The Corporation's harassment brochure explaining its commitment to a workplace free of harassment is reviewed and distributed to all new employees during their initial orientation into the company. Information on employee responsibilities and steps to follow in the event of a harassment claim are included. In addition, these brochures are displayed and available at each of the Corporation's properties. This information is also included in Employee Handbooks which are given to staff in pocket format to carry with them whenever on duty.

4. The workplace diversity and harassment policies are included in the Corporation's People Policies manual and available for all staff to access through the organization's intranet site.

5. The award-winning *Multiculturalism at Work* video continues to be presented at all orientation sessions for new staff. The video emphasizes the Corporation's commitment to an environment where employees and customers are treated with respect and dignity. Approximately 500 copies of this award-winning video have been produced with a colourful and creative sleeve and are being distributed on request at no cost to government ministries, corporations and the private sector.

6. The monthly multi-faith Event Calendars noting ethnic events, holidays and festive days are displayed on bulletin boards in the organization along with the annual Multicultural calendar, posters and illustrations received from Multiculturalism B.C.

7. All postings for vacant positions in the Corporation display generic bona fide language rather than subjective qualifiers to ensure equability when assessing applicants' qualifications.

8. All postings for vacant positions in the Corporation include a commitment statement to employment equity and encourages applications from qualified women and men including aboriginal peoples, persons with disabilities and visible minorities.

9. The staff at the Vancouver Convention & Exhibition Centre display other languages spoken on their name badges and assist visitors, guests and clients if they require interpretation and assistance.

10. A brochure to promote Indo-Canadian "packaged" events at the Abbotsford Trade & Exhibition Centre (TRADEX) was developed and direct mailed to Indo-Canadian businesses throughout the Fraser Valley

## STAFF TRAINING AND DEVELOPMENT

| PROGRAM DESCRIPTION | TARGET GROUP | DEPARTMENT/BRANCH | # OF PARTICIPANTS |
|---|---|---|---|
| new staff orientations including diversity, corporate values and harassment modules (ongoing) | new salaried employees | all properties | 14 individual sessions |
| new staff orientations including diversity, corporate values and harassment modules (ongoing) | new part-time food & beverage employees and contracted services staff | Abbotsford Trade & Exhibition Centre (TRADEX) | 70 participants |
| new staff orientations including diversity, corporate values and harassment modules (ongoing) | new part-time bargaining employees | B.C. Place Stadium | [illegible] participants |
| new staff orientations including diversity, corporate values and harassment modules (ongoing) | new part-time contracted services employees | Vancouver Convention & Exhibition Centre | [illegible] participants |
| new staff orientations including diversity, corporate values and harassment modules (ongoing) | new part-time contracted services employees | Robson Square Conference Centre | 11 participants |

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

All staff were invited to participate in the review of the Corporation's set of organizational values in the summer of 1998. This initiative attracted the participation of over 75% of the non-bargaining staff which was an increase over the previous year. Staff were asked to comment on the successful implementation of these core values into the fabric of the organization's operations. The feedback positively supported the fact that the Corporation is living up to and applying these values in our everyday work. In order to ensure these values are displayed and practiced on an ongoing basis, all employees are now formally evaluated in their annual performance review on the demonstration of the corporate values including service and value for customers, respect, fairness, open communication and integrity.

Management at each of our five properties review their strategic and operational plans annually with the assistance and input of their staff. Any opportunities to promote the ethnicity and diversity of their staff and clients are considered and written into their planning and objectives.

## BC Pavilion

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| new staff orientations including diversity, corporate values and harassment modules (ongoing) | new part-time bargaining employees | B.C. Place Stadium | 305 participants |
| new staff orientations including diversity, corporate values and harassment modules (ongoing) | new part-time contracted services employees | Vancouver Convention & Exhibition Centre | 60 participants |
| new staff orientations including diversity, corporate values and harassment modules (ongoing) | new part-time contracted services employees | Robson Square Conference Centre | 15 participants |

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

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# BC Pavilion

The Fraser Valley Trade & Exhibition Centre (TRADEX) coordinated and hosted facility tours with cultural groups in the Valley over the last year. This facility has also contacted a variety of Indo-Canadian suppliers to research and discuss business opportunities that might be available. TRADEX promoted and co-hosted the Khalsa Diwan Indo-Canadian election in November 1998 which attracted over 7,000 Indo-Canadian community members.

The 13th Japan Festival was held at Robson Square Conference in October 1998. Our clients, staff and guests had an opportunity to experience Japanese culture including art, dance, drum performances and other cultural traditions and activities.

## SIGNIFICANT CONTINUING INITIATIVES

| NAME & DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT/ BRANCH | START & END DATE | METHOD OF MONITORING |
|---|---|---|---|
| employment outreach programs – attracting diverse candidates for vacant positions | all departments in all facilities | ongoing | comparative analysis of multicultural applicants and new hires |
| harassment complaints – immediate and confidential investigation of harassment claims and inclusion of union representation if bargaining staff involved | all departments in all facilities | ongoing | confidential written summary of investigation |
| professional business practices – employees who are committed to corporate values of tolerance, understanding and integrity | all departments in all facilities | ongoing | performance appraisals and positive corporate culture |
| *Multiculturalism at Work* and *Linking to Success* videos | all departments in all facilities | ongoing | staff behaviour and performance; ongoing external requests for videos to use in awareness/education training seminars |
| recognition of cultural & religious holidays – employees are offered the opportunity to exchange Easter Monday holiday for a cultural or religious holiday of their choice | all departments in all facilities | ongoing | designation forms received from employees requesting this option |
| annual recreation event – corporate team participation in annual Dragonboat races | corporate | annual | participation and enthusiasm of employees and supplier staff |

## ACTION PLAN FOR 1999–2000

The Corporation will continue to find ways to embed the principles of multiculturalism into its corporate culture. With a greater number of employees involved in the business planning processes, it is they who will determine how the commitment can be honoured. In essence, this takes multiculturalism decision making out of the hands of a "committee" and places the responsibility with a broader cross section of staff.

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| harassment complaints – immediate and confidential investigation of harassment claims and inclusion of union representation if bargaining staff involved | all departments in all facilities | ongoing | confidential [illegible] of investigations |
| professional business practices – employees who are committed to corporate values of tolerance, understanding and integrity | all departments in all facilities | ongoing | performance appraisals and positive corporate culture |
| *Multiculturalism at Work* and *Linking to Success* videos | all departments in all facilities | ongoing | staff behaviour and performance [illegible] |
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| annual recreation event – corporate team participation in annual Dragonboat races | corporate | annual | participation and [illegible] of employees and [illegible] staff |

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# BC Rail

## EXECUTIVE SUMMARY

The BC Rail Group's commitment to diversity and multiculturalism is imbedded in BC Rail's Vision, Values and Strategic Plan. Accordingly, with the addition of new initiatives and the extension of existing initiatives in the reporting year, the 1998 report mirrors those of previous years.

BC Rail fosters a diverse workplace. Consistent with BC Rail's commercial mandate, we pursue business objectives which recognize the multicultural diversity of the marketplace and which meet the specific needs of the businesses in which we operate. Approximately 40% of BCR's traffic are ultimately destined for export off-shore, mostly to the Pacific Rim. Understanding, anticipating and responding to those markets is a pressing business imperative.

The Strategic Plan values describe how we conduct business. The vision of the company is further reinforced by corporate goals to create an open, communicative corporate environment and to enhance BCR's reputation as a responsible corporate citizen.

The expectations for reporting under the Multiculturalism Act represent a small slice of BCR Group's business practices. While we appreciate the technical differences between multiculturalism, employment equity, and diversity initiatives, BCR Group's business practices are integrated, making it difficult to isolate the application of one approach from another. For example, a key element in BCR's Strategic Plan is our efforts to build partnerships with First Nations in those areas of the Province we operate. Accordingly, to comply with the spirit of the legislation, this Report contains references to a broad range of initiatives. Finally, as in years previous, this Report describes calendar year 1998, BCR Group's fiscal year.

1998 saw the continued development of business activities in support of the strategic plan and a broad range of specific initiatives in support of multiculturalism.

This report now excludes Westel as the company was sold to RSL Communications in July 1998. Some activity has been identified for International Rail Consultants, however, as of December 1998 BC Rail formally dissolved the joint venture with Sandwell.

### *Number of Employees (May 1999)*

| | |
|---|---|
| BC Rail | 2,038 |
| BCR Properties Ltd. | 26 |
| Vancouver Wharves Ltd. | 67 |
| Canadian Stevedoring/Casco Terminals | 165 |
| *TOTAL* | *2,296* |

## CORPORATE COMMITMENT AND IMPLEMENTATION

The commitment expressed in the 1994 to 1998 reports is unchanged. Specifically,

The BC Rail Group of Companies:

- recognize the multicultural nature of British Columbia and value cultural diversity in the communities we serve
- will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff or in customer relations
- ensure fairness and equity in operations and systems for all people, including employment and customer services
- take into account the anticipated impact on the diverse community when designing new programs, services, policies and methods of service delivery
- cultivate, enhance, understand and accept cultural diversity among its staff and the people we serve
- will remove inequities and biases from its existing programs, policies, services and methods of service delivery through ongoing review and evaluation
- enforce conflict resolution and disciplinary procedures that effectively deal with internal incidents of racism and discrimination
- will identify the causes of overt and covert incidents of racism and discrimination and strive to eliminate them.

Responsibility is shared. The Manager of Human Resources and Strategic Development reporting to the Group Vice-President Human Resources and Strategic Development is the internal staff resource acting as a consultant on these issues. Authority for action plans and departmental initiatives rests with line managers.

Aboriginal Relations Committee is chaired by the Manager Aboriginal Relations reporting to the President and Chief Operating Officer, BCR Properties. Senior managers from each of the BCR Group companies are members of this committee.

### *Crown Corporation Goals and Objectives*

BCR Group's Vision is Appendix 1 of this report. Values are described in Appendix 2. The vision and values form the foundation of the work environment at the Group of Companies.

Specific goals and objectives from the strategic plan are Appendix 3. Corporate goals are further defined in the Group of Companies as Action Plans, described in part in section G.

# BC Rail

## COMMUNICATION ACTIVITIES

The communication strategy for multiculturalism and other diversity initiatives is integrated into corporate materials, tools and processes.

At a more targeted level, BC Rail actively promotes "Multiculturalism Week" and we raise awareness via the use of in-house vehicles such as "Connections", BC Rail's internal newsletter sent three times per year to all employees.

## STAFF TRAINING AND DEVELOPMENT

- four "Brown Bag" series of cross-cultural workshops were held to review and discuss First Nations issues and treaty processes.
  - sessions featured distinguished speakers including senior provincial and federal negotiators and First Nations leadership
- training for Supervisors for a "Respectful Workplace" for line management; a focus of which is the dangers of stereotyping and includes investigation skills. 19 employees trained in 1998.
- "Respectful Workplace" training for employees rights and responsibilities relating to human rights. 36 employees trained in 1998.
- planning is underway for Cultural Diversity training. Cultural Diversity is also covered in Corporate Orientation sessions held for new employees.

## REVIEW OF PROGRAMS, SERVICES AND POLICIES

- as a result of regular internal reviews of corporate policies, harassment policies were revised and meet current legislation. Additional copies of Harrassment policy and brochures are made available to employees by contacting the Human Resources Department.

### *Recruiting & Staffing*

- successfully placed three Aboriginal internships at management level in BCR with commitment to extend placements in 1999
- multilingual customer service representatives continue to be focus of recruiting at BC Rail Passenger Services in those job functions
- deliver services in English, French, Mandarin, Cantonese, Japanese, Korean, Punjabi, Spanish, Portuguese, and German
- strengthen recruiting processes to capture the perspectives of internal customers
- continue outreach recruiting, focused in particular on those First Nations communities along the rail right of way
  - distribute all postings to band offices
  - advertise in First Nations newspapers
  - recruit and interview on reserve
- continue publicizing employment opportunities with a notation that "BCR Supports Workforce Diversity and encourages applications from all qualified individuals"
- in 1998, no human rights complaint proceeded to a hearing with provincial or federal agencies. In all instances:
  - Company position upheld and complaint dismissed by respective agency;
  - issue resolved through use of internal investigators; or
  - issue resolved with the assistance of Ombudsperson.

### *Benchmarking and data collection*

- BCR continues to collect Workforce Diversity Census data on short-list candidates for employment.

### *Organizational Development*

- 360 degree feedback instrument amended to focus further alignment with BCR Group values

### *Scholarships*

- BC Rail increased awards to five $1,000 and five $500 scholarship awards for aboriginal candidates from the First Nation communities along the BC Rail right of way.
- Cultural Project Grant for $10,000 was awarded to the Tsawwassen First Nation towards the construction of a Longhouse.

### *Protocol Agreements*

- Continued dialogue to seek signed protocol agreements is ongoing. Twenty-three presentations have been delivered to-date with four signed and two in progress.
- Signatories agree to a relationship of mutual understanding & respect, recognizing not only the distinctive history and traditions of the First Nations but also the necessity for the railway to carry on its legitimate business.

### *Business Activities*

a) BC Rail Ltd.
Passenger Services

- Continue to build joint partnerships with travel agents to market services directly to core clients especially Pacific Rim, Europe, Central and South America.
- continue to investigate integration of First Nations cultural information into tour packaging

- International Rail Consultants (IRC) was formed in 1984 as a joint venture between BC Rail and Sandwell Inc., a major international engineering consulting company. The purpose of the joint venture was to capture the advantages of BC Rail's railway operating and managerial expertise in combination with Sandwell's worldwide consulting expertise. However, due to market changes and increased competition from other rail consultants, contribution margins had deteriorated to insignificant levels or losses in recent years.

  As a result, in December 1998, BC Rail formally dissolved the joint venture with Sandwell. Sandwell will continue to provide railway consulting services under the name of IRC due to its established market presence.

  Upon dissolution of the joint venture, BC Rail agreed to continue its participation in any ongoing projects until they were completed. This included only two projects; one in Indonesia which concluded in Spring 1999 and one in Bangladesh which is expected to continue to year-end 2001. BC Rail expects to have up to four persons involved as overseas consultants in Bangladesh for various portions of 1999.

b) BCR Ventures
- to support the core business and to pursue diversification initiatives, BCR Group announced joint venture investment in non-traditional BCR businesses such as coal mining

c) Joint Ventures with First Nations
- partnership proposals include contracting out, supplier relationships and potential tourism opportunities—seven proposals were presented and reviewed.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

BCR Group's action planning cycle is August - September for the following calendar year. Following is:

1. the selection of '98 action plans identified in the 1997 report together with a summary of the results to date of the 1998 report

2. a selection of 1999 Action Plans for BC Rail Ltd.

### *1998 Action Plans and Results Summary*

AP 115 *Aboriginal Relations Protocol—Ongoing*
Established guidelines which define criteria for appropriate business opportunities, to develop a mandate for pursuing business and joint venture initiatives with First Nations and to establish a strategy and proactive implementation plan in keeping with Aboriginal Relations Protocol.

The BCR Group of Companies will adapt to changing circumstances respecting aboriginal communities in a manner that positions harmonious relation and develops business opportunities in both the short and longer term.

Conclude an "Agreement in Principle" for at least two First Nation joint venture proposals by year-end.

AP 113 *Aboriginal Relations Protocol Agreements*
Continue to establish formal relationships with First Nations along right-of-way.

AP 257 *Mine Development*
To stimulate the interest of a coal mining company in further mine development activity in Northeastern B.C., especially for production starting in 2003. Activity ongoing into 1999.

AP 268 *Best Practices in Supervision*
To develop and promote consistent, progressive approaches to supervisory practice. To establish Situational Leadership, Documenting for Greater Performance, and Building High Performance Teams as accepted core best practices at BC Rail. Training to be delivered in Fall of 1999.

AP 273 *Effective Labour Relations*
To provide training and development for lead hands, supervisors and managers in the utilization of progressive tools to create partnerships, build trust, and provide equitable and responsible decision-making in their professional practice. Training to be delivered in Fall of 1999.

Target group will be able to:
- conduct effective investigations regarding rules, safety, harassment or other types of incidents;
- identify and remedy problematic behaviour through coaching and documentation;
- deal effectively with confrontational situations;
- work within the spirit of the collective bargaining process;
- maintain a respectful work environment.

# BC Rail

AP 276 *Tourism Train Feasibility*
Development of a business plan for a luxury tourist train in preparation for a full stakeholder conference. Activity ongoing into 1999.

AP 283 *Willow Creek Development*
To develop an operating coal mine in the Willow Creek licenses with production commencing in 1999. Activity ongoing into 1999.

## ACTION PLANS FOR 1999

### *Illustrative 1999 Action Plans relating to Multiculturalism for BC Rail Ltd.*

AP 268 *Best Practices in Supervision*
To develop and promote consistent, progressive approaches to supervisory practice. To establish Situational Leadership, Contracting For Performance, and Building High Performance Teams as accepted core best practices at BC Rail.

AP 273 *Effective Labour Relations*
To provide training and development for lead hands, supervisors and managers in the utilization of progressive tools to create partnerships, build trust, and provide equitable and responsible decision-making in their professional practice.

Target group will be able to:
- conduct effective investigations regarding rules, safety, harassment or other types of incidents;
- identify and remedy problematic behaviour through coaching and documentation;
- deal effectively with confrontational situations;
- work within the spirit of the collective bargaining process;
- maintain a respectful work environment.

AP 276 *Tourism Train Feasibility*
Development of a plan to bring an operating luxury tourist train program to BC Rail.

AP 277 *Academic Upgrading for Organizational Growth and Succession Planning*
To provide employees at all levels of the organization with counselling and opportunity to complete appropriate academic programs that will develop their knowledge and build their career potential to meet the ongoing changing needs of the organization.

AP 397 *Willow Creek Development*
Preliminary coal mine development and trial shipments of raw coal.

# BC Transit

## EXECUTIVE SUMMARY

Effective April 1, 1999 BC Transit Vancouver became a subsidiary of the GVTA (Greater Vancouver Transportation Authority). BC Transit Victoria continues to be a Crown Corporation, responsible for urban transit in Victoria and small communities throughout the province. BC Transit Victoria will continue to represent BC Transit on the Crown Corporations Committee on Multiculturalism. Future reporting on Multiculturalism will be provided by BC Transit in Victoria. As of March 31, 1999 BC Transit (including SkyTrain & Victoria) had 4,862 Full Time Equivalent employees.

Under the provincial *Multiculturalism Act*, BC Transit is required to submit an annual report on initiatives it has undertaken to promote fair and equitable access to services, employment and contracts for all British Columbians.

### *1998/99 Highlights*

- BC Transit's 1997/98 Annual Report included two items outlining multicultural initiatives for hiring practices: "Recruitment and Selection" and "Equal Opportunity". Activities associated with multiculturalism continue to be incorporated in the business plan as a Human Resources objective.
- The employee newsletter "The Transit Exchange" ran a special 12 page insert in the May/June 1998 entitled "Valuing the Diversity of Internal and External Customers".
- In 1998/99, BC Transit's Multiculturalism policy was finalized and incorporated into the Corporate Policy Manual.
- The Corporate Policy Manual was completed and distributed in April 1998.
- An internal electronic Multiculturalism Bulletin Board was created for posting multiculturalism announcements, upcoming initiatives, and electronic copies of the monthly Multiculturalism events calendar.
- The monthly distribution of the Multiculturalism events calendar was increased to include all members of the Multiculturalism Sub-Committee and Managers throughout lower mainland BC Transit work locations.
- Between April 1998 and March 1999, more than two dozen presentations regarding transit use were made to ESL groups, new Canadians and immigrant organizations. Information packages were sent to an additional 20 ESL-related organizations.
- Corporate employment equity outreach and recruitment activities continue in consultation with the Joint Equal Opportunity Committee. Vancouver, Victoria and & Municipal Systems, SkyTrain and their respective Human Resources divisions continue to provide information interviews and information briefing sessions with various outreach groups to discuss employment opportunities.
- In February 1999, focus groups, comprised of equity groups such as women, East Asians and First Nations, were conducted to obtain an understanding of the extent of the awareness and image of the Transit Operator position among the employment target groups. The purpose was to identify any possible barriers to attracting people who would make good transit operators. The findings are being included in the overall Transit Operator recruitment review currently under way.
- Continued to review BC Transit's recruitment and selection practices to ensure equity and fairness at all stages.
- BC Transit Victoria & Municipal Systems recruited co-op placements from Universities by posting openings in a cross-section of Universities to attract diversity in applicants. There were three placements in the past year.

### *1999/2000 Action Plan – BC Transit Victoria*

BC Transit will continue as a Crown Corporation after April 1, 1999 and will be responsible for urban transit in Victoria and small communities throughout the province. Future initiatives in multiculturalism will be incorporated into Human Resources development plans.

- BC Transit will be providing information sessions regarding transit service to ESL adults through various community and cultural associations.
- Transit Ambassadors will be making bi-lingual presentations to schoolchildren to educate them about transit service and safety on the bus.
- Human Resources will be providing interview training sessions for interview panel members, which include cultural sensitivity issues.
- The corporation will be working to increase information available for non-English speaking riders through announcements, brochures, taped information and signage.
- Human Resources will be providing information sessions regarding employment opportunities with intercultural associations.

The following report provides further details on the initiatives undertaken in the 1998/99 reporting period and those planned as we move in a new era for BC Transit.

# BC Transit

## CORPORATE COMMITMENT AND IMPLEMENTATION

### *Executive Commitment*

The Senior Management Team, comprising the President & Chief Executive Officer and the divisional Vice-Presidents/General Managers of BC Transit, meets on a biweekly basis to determine BC Transit's corporate direction and focus on key issues facing the organization. Each Vice-President/General Manager is responsible for sharing the information discussed at the Senior Management Team meetings at divisional staff meetings. BC Transit's Board of Directors meets monthly and remains committed to Equal Opportunity initiatives including multiculturalism.

The BC Transit Multiculturalism Sub-Committee continues to meet approximately four times per year to plan multiculturalism strategies and activities on behalf of the Corporation. The committee is comprised of management and bargaining unit representatives and is representative of various cultural communities.

### *Responsibility for Multiculturalism at BC Transit*

Implementation of BC Transit's multiculturalism plans is the responsibility of the Divisional Vice Presidents, reporting to the President & CEO.

### *Goals & Objectives*

Multiculturalism is incorporated in BC Transit's strategic objectives as follows:

- We will be recognized as a socially and environmentally responsible corporation.
- We will achieve positive and equitable labour relations, recognizing the invaluable contribution and experience of our employees.

In 1997/98, BC Transit's Annual Report included two items outlining multicultural initiatives for hiring practices: "Recruitment and Selection" and "Equal Opportunity". Activities associated with multiculturalism continue to be incorporated in the business plan as a Human Resources objective.

In 1998/99, BC Transit's Multiculturalism policy was finalized and incorporated into the Corporate Policy Manual. The policy objectives are:

As a socially responsible corporation with a large workforce and diverse customer profile, BC Transit recognizes the multicultural nature of British Columbia and values the presence of cultural diversity in the community it serves. With respect to the workforce, BC Transit values employees who are sensitive to the cultural make up of the community and are able to positively translate this sensitivity in the workplace, and employees who possess alternate language skills that are in demand in front-line services. BC Transit will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff and in client relations.

In support of multiculturalism and the objectives of the BC *Multiculturalism Act*, BC Transit is committed to the following:

- ensuring fairness and equity in operations and systems for all people, including front-line service delivery, access to opportunity and internal employment issues
- taking into account the anticipated impact on the diverse community when designing new programs, services, legislation, policies and methods of service delivery
- cultivating enhanced understanding and mutual acceptance of cultural diversity among its staff and the people it serves
- removing inequities and biases from its existing programs, policies, legislation, services and methods of service delivery through ongoing review and evaluation

## COMMUNICATIONS ACTIVITIES

### *Internal Communication*

- The Corporate Policy Manual was completed and distributed in April 1998. Copies are available for viewing by all employees.
- The employee newsletter ran a special 12 page insert in the May/June 1998 entitled "Valuing the Diversity of Internal and External Customers".
- The 1997/98 BC Transit Annual Report included two items outlining multicultural initiatives for hiring practices: "Recruitment and Selection" and "Equal Opportunity"
- An internal electronic Multiculturalism Bulletin Board was developed for posting announcements, upcoming initiatives and electronic copies of the monthly Multiculturalism events calendar.
- The employee newsletter ran an article requesting employees who speak a language other than English or have knowledge of other countries or cultures to volunteer for an internal electronic database of employees who could assist in our communications with customers who speak or read languages other than English.

- The distribution of the monthly Multiculturalism events calendar to the Multiculturalism Sub-Committee members and Managers throughout lower mainland BC Transit work locations was increased.
- Continued display of the "Diversity and Unity" posters from the Communication Design Department of the Parson's School of Design in New York City. The posters were circulated for viewing at all lower mainland BC Transit work locations and are now being displayed in BC Transit Victoria work locations.
- Multiculturalism Week posters and 1999 Multi-Faith calendars were distributed and posted at all lower mainland BC Transit work locations.
- A Respectful Workplace Employee Handbook continues to be available to all employees at SkyTrain.
- The Inter-Cultural Association of Greater Victoria again conducted three diversity workshops for BC Transit employees and their families.

### *External Communication*

- The Ten Year Plan newsletter, printed in English, Chinese and Punjabi, continues to be available to the public.
- The 1997/98 Annual Report which is circulated to approximately 2,000 groups and individuals, includes specific information on Strategic Objectives which are related to Multiculturalism. These include Recruitment and Selection, Equal Opportunity and Five Year Operator Update.
- Community consultation meetings regarding the Vancouver/Richmond Rapid Bus Project are ongoing.
- Between April 1998 and March 1999, more than two dozen presentations regarding transit use were made to ESL groups, new Canadians and immigrant organizations. Information packages were sent to an additional 20 ESL-related organizations.
- Continued response by BC Transit's media relations to an average of 10 to 15 inquiries per month from ethnic newspapers, and radio and televisions station. All Vancouver region foreign language media are included in distribution of transit media information.
- Procurement opportunities for services and materials continue to be posted on the Internet web page entitled" BC Bid" in order that they are more widely accessible to all vendors.
- Significant dates in the multiculturalism calendar are recognized and continue to be advertised in both the Buzzer and on the SkyTrain PLEDS (Platform Light Emitting Diodes).
- Fare and service changes continue to be advertised in Punjabi and Chinese ethnic newspapers.

### *Outreach Activities*

- Corporate employment equity outreach and recruitment activities are continuing, in consultation with the Joint Equal Opportunity Committee. Vancouver, Victoria and & Municipal Systems, SkyTrain and their respective Human Resources divisions continue to provide information interviews and information briefing sessions with various outreach groups to discuss employment opportunities.
- In February 1999, focus groups comprised of equity groups, such as women, East Asians and First Nations, were conducted to obtain an understanding of the extent of the awareness and image of the Transit Operator position among the employment target groups. The purpose was to identify any possible barriers to attracting people who would make good transit operators. The findings are being included in the overall Transit Operator recruitment review currently under way.
- Continual review of BC Transit's recruitment and selection practices to ensure equity and fairness at all stages.
- BC Transit Victoria & Municipal Systems recruited co-op placements from Universities by posting openings in a cross-section of Universities to attract diversity in applicants. There were three placements in the past year.

## STAFF TRAINING AND DEVELOPMENT

Employee awareness sessions on multiculturalism and valuing diversity issues which were held in 1998/99 are as follows:

M121

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# BC Transit

| PROGRAM DESCRIPTION | TARGET GROUPS | NAME OF DEPARTMENT | # OF STAFF ATTENDING | LENGTH OF SESSIONS | # OF SESSIONS |
|---|---|---|---|---|---|
| ***NEW*** | | | | | |
| Training sessions on Interviewing Techniques – including information on multiculturalism issues & Duty to Accommodate | Hiring Supervisors/Managers & Training Instructors | Victoria & Municipal Systems | 20 | 1/2 day | 2 |
| ***ONGOING*** | | | | | |
| Anger Management Training Course for Victoria's Workplace Harassment Advisors | Workplace Harassment Advisors | Victoria & Municipal Systems | 8 | 1 day | As required |
| Training sessions on Cross Cultural interviewing techniques | Hiring Supervisors/Managers & Training Instructors | Corporate | 7 | 1/2 day | 1 |
| Training sessions on the Duty to Accommodate | Supervisors & Managers | Corporate | 48 | 2 hours | 5 |
| Working in a Changing Community (component of 5-day Driver Refresher Training Course) | Transit operators | Customer Services | Varied (1,600+ employees trained since inception, 400 of these in 1998) | 1/2 day | As required |
| Information sessions on Human Rights legislation and prevention of workplace harassment | New employees | Victoria & Municipal Systems | Varied (approximately 45) | 1.5 hours | As required |
| Valuing Diversity/ Respectful Workplace training programs | All staff | SkyTrain | Varied (370 employees trained to date) | Varied | As required |
| Inter-Cultural Assoc. of Greater Victoria Diversity Workshops for Victoria employees & families | Employees and their families | Victoria & Municipal Systems | 60 | 2 hours | 3 |
| Interviewing techniques training for potential panel members including human rights issues | Hiring Supervisors/ Managers & Training Instructors | Corporate | 27 | 2 days | 2 |
| Information briefing sessions & informal discussions for Victoria's Workplace Harassment Advisors | Harassment Advisors | Victoria & Municipal Systems | 8 | 1/2 day | Bi-annually |
| Cultural sensitivity training component as part of new transit operator training | Transit Operator trainees | Corporate | 213 employees trained in 1998 | 1/2 day | Bi-weekly or as required |
| Refresher Training for Vancouver area Workplace Harassment Advisors | Harassment Advisors | Corporate | 16 | 1/2 day | As required |

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

Following an extensive review and revisions to the existing Policies and Procedures Manual, a new Corporate Policy Statements, Applications and Procedures Manual was completed and distributed in April 1998.

The current Transit Operator Recruitment and selection process is being reviewed to ensure elimination of any barriers that may eliminate potentially good applicants from equity groups from applying. The review is scheduled for completion in the Summer of 1999.

Ongoing review of the Respectful Workplace policy to ensure it is consistent with current human rights legislation.

BCTransit Vancouver participated with several Washington transit companies in the development of a video test that measures a Transit Operator applicant's customer service and conflict resolution skills. The video will replace our current "Working with the Public" video test, developed and utilized since the early 1980's. Characters in the new video are diverse and representative of various ethnic communities. The video is scheduled for completion and implementation in the Summer of 1999.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

| NAME/DESCRIPTION OF ACTIVITY/INITIATIVE | DEPARTMENT RESPONSIBLE | START/END DATE | METHOD OF MONITORING |
|---|---|---|---|
| Applicants/new hires/ promotions self-identification tracking system | Human Resources | Ongoing | Voluntary completion of questionnaires. Compare statistics with data from Census Canada. Reporting to Equal Opportunity Committee |
| Practicum placements, from multicultural agencies, for designated group individuals | Human Resources | Ongoing | Student evaluation meetings with sponsoring agency. Feedback from multiculturalism agencies; feedback from job supervisors and employees |
| Work experience placements from local high schools for designated group individuals | Human Resources | Ongoing | Feedback from schools; feedback from job supervisors and employees |
| Telephone Employment Line, containing information on job vacancies and application procedures, advertised in other language newspapers (e.g. Indo-Canadian Times, Link, Sing Tao) | Human Resources | Ongoing | Statistics from new hire tracking system. Monthly monitoring of line use. |
| Participation in school career days, promoting BC Transit employment opportunities, with a focus on employment equity and multiculturalism | Human Resources; Victoria & Municipal Systems | Ongoing | Feedback from participants and teachers. Statistics from new hire tracking system. |
| Seasonal service updates advertised in Chinese and Punjabi newspapers | Vancouver Customer Services | Ongoing | Monitor customer complaints; customer and and public feedback |
| Advertisements regarding fare changes placed in Chinese and Punjabi newspapers | Corporate | Ongoing | Feedback from passengers, community members, and agencies |
| Continue to provide regular information sessions re: transit service to ESL adults, through intercultural associations, and to ESL students upon request | Victoria & Municipal Systems | Ongoing | Feedback from participants, agencies and teachers |
| Continue to participate in special events celebrating diversity (e.g., the Chinese New Year Fair and Dragon Boat Festival | Corporate | As required | Feedback from community members. |
| Continue pre-recorded transit-related information in Cantonese and Punjabi in the Talking Yellow Pages | Vancouver Customer Services | Ongoing | Feedback from passengers, community members and agencies |
| Inclusion of dishes representative of a variety of cultures on staff cafeteria menu | Vancouver Customer Services | Ongoing | Feedback from employees |
| Community liaison offices were set up in the Lower Mainland; outreach activities were conducted to solicit input from various ethnic communities on the Ten-Year Plan initiatives. | Corporate | Spring 1996/ 2 offices closed 31 March 1998; operation of third office is ongoing | Feedback from community, agencies. |

# BC Transit

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## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

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# BC Transit

## ACTION PLAN FOR 1999–2000
## BC TRANSIT VICTORIA

Effective April 1, 1999 BC Transit Vancouver became a subsidiary of the GVTA (Greater Vancouver Transportation Authority). BC Transit Victoria continues to be a Crown Corporation, responsible for urban transit in Victoria and small communities throughout the province. BC Transit Victoria will continue to represent BC Transit on the Crown Corporations Committee on Multiculturalism. Future reporting on Multiculturalism will be provided by BC Transit Victoria.

### *Corporate Commitment & Implementation*

a) *Executive Commitment*

The Executive Management Team of BC Transit will be developed within the first six months of fiscal year 1999-2000. There have been numerous changes in key strategic positions within the past year. The Executive Management Team is responsible for developing BC Transit's corporate direction and will be maintaining the commitment to Equal Opportunity initiatives including multiculturalism.

b) *Responsibility for Multiculturalism at BC Transit*

Development and implementation of BC transit's multiculturalism initiatives will be the responsibility of the Human Resources Division.

c) *Goals & Objectives*

BC Transit will continue to maintain the established goals and objectives of multiculturalism as set out in the strategic objectives and the Corporate Policy Manual.

### *Communication Activities*

a) *Internal Communications*

- Human Resources will be providing interview training sessions for interview panel members, which include cultural sensitivity issues.
- An informal employee multicultural committee will continue to provide information sessions to employees on various cultural issues.

b) *External Communication*

- BC Transit will be providing information sessions regarding transit service to ESL adults through various community and cultural associations.
- Transit Ambassadors will be making bi-lingual presentations to schoolchildren to educate them about transit service and safety on the bus.

c) *Outreach Activities*

- The corporation will be working to increase information available for non-English speaking riders through announcements, brochures, taped information and signage.
- Human Resources will be providing information sessions regarding employment opportunities with intercultural associations.

### *Staff Training and Development*

a) *Ongoing*

BC Transit will continue training sessions in multiculturalism and valuing diversity in the following areas.

- Training sessions on interviewing techniques which include information on multiculturalism issues and duty to accommodate.
- Cultural sensitivity training component as part of newly hired transit operator training.
- Information sessions on Human Rights legislation and prevention of workplace harassment.

### *Review of Programs, Services, Policies and Legislation*

Review of the existing Policies and Procedures Manual and Corporate Policy Statements will be undertaken to determine their applicability to BC Transit Victoria as the Crown Corporation. BC Transit will maintain policies and programs that pertain to multiculturalism, as mandated by the BC Multiculturalism Act.

Ongoing review of policies will be done to ensure they're consistent with human rights legislation.

### *Significant Continuing Initiatives/Additional Comments*

BC Transit Victoria will be identifying multiculturalism issues as they take over responsibility as a Crown Corporation. New initiatives, as they apply to Victoria and the Municipal Systems, will be identified and implemented on a continual basis.

# BC Utilities Commission

The programs and services of the B.C. Utilities Commission are delivered in a manner that is sensitive and responsive to British Columbia's multicultural society.

The Commission has adopted and implemented an employment equity program in the workplace. An "Equality in the Workplace" document has also been distributed to all Commission staff. The document covers Conduct in the Workplace, the Employment Equity Program, and Harassment. The Commission continues to support and promote the recruitment and advancement policies and practices of the government.

The Commission's Information Services Group ("ISG") is responsible for organizing, compiling and publishing a series of one-page informational brochures, including one which is used to assist utility customers with diverse backgrounds in the handling of complaints concerning regulated energy public utilities. We also publish a 123-page booklet entitled "Participants' Guide to the British Columbia Utilities Commission". The Guide provides basic information to the general public on how to take part in Commission activities. The Commission also publicizes and uses a Toll-free telephone number (1-800-663-1385) which utility customers from around the province can call to reach a Commission staff representative.

The ISG develops and initiates new policies and programs on behalf of the Commission, including those on multiculturalism.

The Commission distributes its information brochures to libraries across the province. On an ongoing basis, the Commission develops specialty brochures about specific projects and regulatory initiatives. These include brochures on participant funding, and negotiated settlement processes. Information is also conveyed to customers by way of Public Hearing Notices that appear in local newspapers. Internet users are invited to visit the Commission's web site (updated weekly) at www.bcuc.com.

The Commission is comprised of 21 full-time employees as of March 31, 1999.

# ICBC

## EXECUTIVE SUMMARY

ICBC is supported by the Executive, Office & Professional Employees' International Union (Local 378) and the Board in promoting multiculturalism and diversity. The challenge is to integrate diversity into everyday business practices so that we can take advantage of the skills, talents, and potential of all our employees. Our diversity principles are based on respecting each other and valuing the unique attributes that each person brings to the corporation.

ICBC has created regional assistant vice president positions to improve customer service and to enhance accountability. This change is designed to provide customers with service as it is needed, to value and respect the differences in our customers and their communities and to partner with the community with respect to service and products.

As part of customer service dispute process advisors have been created to solve differences with unsatisfied customers who have a claim with ICBC. The use of mediation and the review panel process means that problems are resolved much more quickly.

With respect to internal customer service, it is important to promote a welcoming workplace that respects differences and values all employees. External customer service requires employees to be aware of cultural differences in order to provide appropriate customer service.

We are working to include diversity in all corporate training. The course Customer Service to a Multicultural Community has been developed to raise awareness of the need to recognize and value differences among diverse customers.

Our goal is to partner with groups to assist them in accessing employment at ICBC. This may involve providing employment related information to groups, information interviews and opportunities for job shadowing and work practicums. As a result we have had some positive outcomes with respect to both First Nations and persons with disabilities. External postings are faxed to employment agencies and groups. Presentations are provided on employment to agencies on a regular basis. To support outreach recruitment, we participate in career fairs and community events to provide information on employment at ICBC.

A partnership was established with Surrey Delta Immigrant Services Society in support of the Volunteers Work! Project in 1998. The project provided employment skills to immigrant women seeking clerical employment. ICBC provided employment information and tested the participants for entry level clerical work which resulted in the hiring of three individuals for temporary assignments.

## CORPORATE COMMITMENT AND IMPLEMENTATION

ICBC promotes a respectful workplace by valuing differences and talents among employees. We are committed to providing equitable opportunities for all employees so they can reach their full potential.

It is management's role to champion and put into practice our diversity practices. Each employee must also share in the responsibility of creating a workplace of mutual respect.

We believe that it is our responsibility to take advantage of the skills, talents, and potential of each of our employees in an environment in which:

- they are treated fairly;
- they respect one another;
- they model behaviour which leads to a reduction of harassment, discrimination and racism; and
- the diversity of British Columbia is represented at all levels throughout the corporation;

With respect to internal customer service, it is important to promote a welcoming workplace that values all employees. External customer service requires employees to be aware of cultural differences in order to provide appropriate customer service.

Our challenge is to be proactive and provide leadership in the area of diversity by working to include multiculturalism/diversity as part of daily business practices. Our shift to regional accountability helps to ensure that practices, systems and managerial behaviours promote a productive workplace.

ICBC has created regional assistant vice president positions to improve customer service and to enhance accountability. The goal is to include diversity in regional operating plans.

As part of customer service dispute process advisors have been created to solve differences with customers who have a claim with ICBC. This speeds up the resolution of the problem by using mediation and the review panel process.

With the increasingly diverse customers in British Columbia, it makes good business sense to promote diversity and put our customers first.

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## COMMUNICATION

Articles on diversity and multiculturalism are included on a regular basis in our newsletter CONTACT. A list of multicultural events and celebrations is provided to all employees through our E-mail social news. Managers are also encouraged to discuss diversity at their meetings as well as providing information and using guest speakers.

Diversity policies are included in the policy guide, available on-line on our Intranet and the Internet system and in brochures at our various work locations. The policies will also be included in our employee orientation information, made available to managers and will form part of our outreach recruitment package. In 1999 we will develop a diversity site on our Intranet.

We encourage employees to take part in promoting diversity. Employees support displays and participate in community events throughout the year at Head Office, in our regional work sites and in the community. Some of the topics include Family Day, Veterans' Week, Canada Day, International Women's Day, Robbie Burns Day, International Day for Elimination of Racism, Multiculturalism Week, Pow Wows, Filipino Independence Day and Gay Pride.

We present multiculturalism and diversity initiatives at conferences, with business partners, and in the community. Employment information is provided to outreach employment agencies and non profit agencies. We continue to build relationships with the Aboriginal, disability community, and visible minority peoples community.

The Manager of Stakeholder Relations works closely with the South Asian, Chinese and Aboriginal communities including all ethnic and First Nations media while the Manager of Multicultural and First Nations Programs, Vancouver Island builds relationships with the Aboriginal communities. We have a First Nations Advisory Board, Chinese Advisory Board and a South Asian Advisory Board.

An external employment phone line has been developed in English. It is anticipated that the phone line will be made available in high demand languages such as Cantonese and Punjabi.

Telephone Claims Center has a pilot program in place to determine high demand languages for customer service. Multilingual staff has been certified as to the fluency and are providing multilingual services to customers phoning in to report a claim.

Our Driver Services Centers have reduced their line ups by providing service in the high demand language for their community. Customers are met by a greeter who determines their needs so they can be directed to the appropriate area. If they only need documentation, the greeter provides the printout so customers do not have to wait in line. Customers are also informed right away if they are missing documentation for their transaction.

In some work sites a second language has been a requirement in order to meet the needs of the diverse customers. Employees are also paid a five per cent premium for use of their second language. Volunteer translators are available to assist employees in providing service to individuals whose first language is not English.

We also continue to translate information as required. Some of our ads are translated into Cantonese and Punjabi. New outreach activities will include developing a plan with outreach groups to provide employment opportunities including job shadow and work practicum opportunities as well as employment skills such as resume writing and behavioural interviewing. As well we continue to encourage employees across the Corporation to participate at diversity/multiculturalism events.

We encourage our outreach partners to refer to our Internet site for employment at www.icbc.com.

## TRAINING AND DEVELOPMENT

Our goal is to ensure that training activities are inclusive. Input is provided into courses under development and draft materials are reviewed to ensure that diversity content is included and appropriate.

We are working to include diversity into all corporate training as part of the focus on providing inclusive customer service. Customer Service to a Multicultural Community has been developed to raise awareness of the need to recognize and value differences among diverse customers. The course will be given to Licensing employees in 1999. This course will be customized for use by other divisions as part of their basic training.

| Course | Audience | [illegible] |
|---|---|---|
| Behavioural Interviewing | Managers & Supervisors | 12 sessions<br>145 participants |
| Gender Communication | Employees | [illegible] sessions<br>[illegible] participants |
| Customer Service [illegible] | Employees | [illegible] sessions<br>147 participants |

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| COURSE | AUDIENCE | NO. OF PARTICIPANTS AND SESSIONS |
|---|---|---|
| Behavioural Interviewing | Managers & Supervisors | 12 sessions;<br>145 participants |
| Gender Communications | Employees | 8 sessions;<br>296 participants |
| Customer Service Counts | Employees | 8 sessions;<br>147 participants |

# ICBC

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

Employment policies, practices and procedures have been evaluated to identify practices that may have an adverse impact on employees. Many of the recommendations for removing the barriers have been implemented and are continuing to be addressed. The goal is to create an inclusive organization by finding ways to access a broad pool of trained applicants with the appropriate knowledge, skills, abilities and experience.

A reference guide on selection has been developed to assist managers in hiring. A plan for ensuring a fair recruitment and selection process is currently under way. Job postings are reviewed to ensure language is equitable. In promoting fairness, a new gender pay equity/job evaluation has also been implemented.

## CONTINUING INITIATIVES

In 1999 ICBC was recognized for its diversity achievements and was presented with the Cultural Diversity Award for Business in the large business category.

Our continuing initiatives include:

- provide multiculturalism dates to all employees via email;
- distribute multiculturalism information and materials;
- encourage employee involvement in putting up diversity displays in all regions;
- include diversity/multiculturalism as part of district level and operational meetings;
- encourage managers and supervisors to take behavioural interviewing training;
- include workplace diversity information as part of new employee orientation;
- explore/incorporate diversity training into divisional training;
- review training with respect to diversity content;
- present information as requested to external groups e.g. non profit agencies supporting employment, schools, First Nations, career fairs etc.;
- provide employment presentations for equity groups so they are aware of job opportunities;
- fax external job opportunities to equity groups, agencies;
- continue to build relationships with external agencies that support members from the equity groups;
- demonstrate commitment to diversity & employment equity by attending career fairs, open houses at Claims centers, community cultural events e.g. pow wows, Chinese New Year and business workshops and events with a diversity focus;
- participate in community agency employment advisory committees and councils to represent ICBC's interest in building relationships and providing employment to qualified members of designated groups;
- demonstrate support for multiculturalism/diversity by actions throughout the year with events such as Multiculturalism Week, open houses, Canada Day, International Day for Eliminating Racism, Remembrance Day etc.;
- provide leadership for participation in raising awareness for Gay Pride;
- provide information or articles related to diversity and multiculturalism for CONTACT on a regular basis;
- enhance employment opportunities by providing job shadow, work practicums, information interviews etc.;
- ensure equitable representation in hiring youth for Youth Employment Initiative;
- provide writing, translation, and production of corporate information as required;
- ensure materials reflect understanding of major cultural communities graphics and tone of message;
- ensure corporate materials address cultural sensitivity;
- provide multilingual staff where appropriate to support customer service;
- provide multiculturalism/diversity resources on request;
- continue to participate with organizations representing major cultural groups including First Nations, Chinese and South Asian Advisory Board; and
- provide all major cultural communities with new releases, public service messages, and editorial information.

## ACTION PLANS FOR 1999–2000

ICBC is in the process of re-positioning diversity as part of its corporate business plan. Eight regional assistant vice president position have been created to improve customer service, both internal and external, and to enhance accountability.

| ACTION | TIMELINES | OUTCOME | ACCOUNTABILITY |
|---|---|---|---|
| Conduct workforce profile survey | June 1999 | To develop employment equity plan | Human Resources |
| Explore integrating diversity communication as part of internal Communications. | July 1999 | Integrates diversity as part of corporate focus | Assistant Vice President, Managers |
| Develop inclusive customer service training | July 1999 | Enhanced customer service | Claims Training, Workplace Diversity |
| Survey Vice Presidents and Assistant Vice Presidents with respect to integrating diversity. | Aug. 1999 | Confirm direction for diversity | Assistant Vice Presidents, Managers |
| Integrate diversity strategies into the Human Resources business units | Dec. 1999 | Integrates diversity within Human Resources | Managers |
| Provide greater opportunities for job shadow, work practicums, information interviews, mock interviews etc. | Dec. 1999 | Builds relationships & demonstrates commitment to employment equity | Managers, Supervisors |
| Identify 2nd language on name tags | Dec. 1999 | Enhanced customer service | Managers, Supervisors |
| Distribute multiculturalism dates to managers | Dec. 1999 | Raises awareness for multiculturalism & diversity which impacts customer service | Managers, Supervisors |

## 1999 ACTIONS FOR DISCUSSION

As part of ICBC's commitment to operationalize diversity, the following actions will be discussed in 1999.

| ACTION | TIMELINES | OUTCOME | ACCOUNTABILITY |
|---|---|---|---|
| Assistant Vice Presidents will develop future directions diversity | Sept. 1999 | Supports integration of diversity across divisions | Assistant Vice Presidents, for Managers |

# Pacific National Exhibition

## EXECUTIVE SUMMARY

The mission of the Pacific National Exhibition is to provide quality entertainment, recreation, cultural and educational opportunities, and to showcase the accomplishments of all British Columbians on a year-round basis.

The Pacific National Exhibition (PNE) is a Crown Corporation located on a 167-acre site at Hastings Park in Vancouver, housing trade and consumer shows, conventions, concerts, meetings, rallies, banquets, agricultural shows, an amusement park, sporting events, and the 17-day provincial fair. Originally named the Vancouver Exhibition Association (VEA) the PNE which was founded in 1907, held the first fair in 1910.

Eighty-nine years later, the Pacific National Exhibition remains a premier entertainment facility for residents of British Columbia, and from around the world. Over one million guests visited the fair in 1998 to enjoy the 17-day event. On an annual basis, approximately one thousand event days are booked at the facilities, drawing more than three million guests per annum.

The Pacific National Exhibition Incorporation Act provides for a governing body, the "Board of Directors." The Board has the power to encourage and promote the development of industries within Canada and to promote and encourage community development and cross cultural understanding, including any matter of: regional, provincial, cultural, ethnic, artistic, educational, or any other object that would be of benefit to people.

The Pacific National Exhibition employs approximately 4000 individuals on a full-time, part-time, seasonal, casual, fair-time and contract basis each year. Clearly, the PNE is a major employer in East Vancouver and one of the most significant employers of students in the Lower Mainland.

"Entertainment and Fun for Everyone, We're Glad you're Here!" is the key to success and all individuals working at the PNE are asked to recognize this and contribute their best in pursuit of this goal. Through its training and orientation program the PNE strives to have employees focus on serving all guests in a respectful, equal and inclusive manner, while at the same time having fun doing it. The future long term success of the PNE will depend upon the ability of our employees to provide excellence in guest service and the Corporation's commitment to help them meet this goal.

## CORPORATE COMMITMENT AND IMPLEMENTATION

The Pacific National Exhibition is committed to the pursuit and attainment of Multiculturalism in the community in which we serve.

The British Columbia *Multiculturalism Act* of 1993 requires that each Ministry and Crown Corporation submit annual reports to the minister responsible, setting out initiatives undertaken to promote Multiculturalism. The Act calls upon organizations to carry on services and programs in a manner that responds to the cultural diversity and multicultural realties of the communities in which they operate, as such, the Pacific National Exhibition has formulated the attached 1998/99 Annual Report on Multiculturalism.

The Pacific National Exhibition is a member of the Crown Corporation Committee on Multiculturalism. During 1998/99 the Corporation continued to prepare for many changes, including redevelopment and relocation due to the termination of the Corporation's lease to operate at Hastings Park. The PNE worked with Multiculturalism B.C. throughout 1998 to ensure that our programs and services were offered in a manner consistent with the Act.

Various individuals from the PNE's Human Resources Department have participated in meetings with the Crown Corporation Committee on Multiculturalism and have worked with the staff at Multiculturalism B.C. to continue implementing innovative programs within our organization to meet the diverse needs of our workforce and client base.

## COMMUNICATION ACTIVITIES

Throughout the 1998/1999 report period, the PNE demonstrated its support for Multiculturalism through its ongoing programs and events. Highlights of how multiculturalism was communicated internally and externally are:

- The Exhibition's Board of Directors continued endorsement of the corporation's Multiculturalism Policy
- Orientation training seminars for seasonal employees have included a briefing of staff regarding the Multiculturalism Policy. Similar reviews will be conducted with all new staff as they progress through the Orientation Training Program.
- The Award winning 'Multiculturalism at Work' video, produced by the PNE and B.C. Pavilion Corporation, continues to be shown to all new staff in Orientation Training Seminars.

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## Pacific National Exhibition

- The Human Resources Department is coordinating Capilano College's Directed Work Experience Program on site, which provides "ESL" students with the opportunity to obtain work experience in a business environment. Students work regular hours and obtain college credit for this practicum, as well as improving their skills prior to entering the job market.

- The Exhibit Space Department has continued to ensure that vendors retaining exhibit space reflect the community's broad range of cultural diversity.

- The Productions Group continues, on a year-round basis to ensure that programmed events reflect the community's broad range of cultural needs and that they assist the community in promoting cross cultural understanding.

- In cooperation with Multiculturalism B.C., the PNE will continue to display and present materials encouraging the elimination of Racism at its largest interactive Youth event, the Annual Job Fair.

- The Marketing Department will continue to work with consulting firms to ensure that our message is reaching British Columbia's diverse cultural marketplace.

### STAFF TRAINING AND DEVELOPMENT

| PROGRAM TITLE AND DESCRIPTION | TARGET GROUP | DEPARTMENTS | # OF PARTICIPANTS AND SESSIONS |
|---|---|---|---|
| Interview & Hiring Workshop | Managers, Supervisors & Recruiters | All departments | 100 people in each of the two half-day sessions |
| Playland Orientations Sessions #1&2 | Returning Playland Seasonal Employees | Candy, Games, Rides, Sweepers, Playland Cafe, Guest Services, Petting Farm, Finance, Security | 200 employees in each of 2 - 2 hour sessions |
| Playland Orientations Session #3 | Returning and New Playland Seasonal Employees | Candy, Games, Rides, Sweepers, Playland Cafe, Guest Services, Petting Farm, Finance, Security | 350 employees in 1 - 2 hour session |
| Fair Orientations | New employees | Agriculture, Facility, Sweepers, Food & Beverage, Guest Services, Community Programs, Finance, Ticket Office, Gaming, Gates, Parking, Public Safety, Security, Productions | 300 employees in each of 5 - 2 hour sessions |

- In conjunction with the training of front line staff, sensitivity training for Supervisors and Management will also be provided as the year progresses.

- The Human Resources Department will continue to ensure that presentation of all materials in the workplace reflect the diversity of our society.

- The Exhibition's orientation training seminars will continue to include a briefing of staff regarding the Multiculturalism Policy. The policy will also be included in any relevant training material.

- The Orientation Training Seminars continue to show the award winning 'Multiculturalism at Work' video, produced by the PNE and B.C. Pavilion Corporation, to all new staff.

- The Interview and Hiring Workshop briefs Managers, Supervisors and Recruiters on current Human Rights Laws, Cultural sensitivity and Employment Laws.

### REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

The *Multiculturalism Act* reinforces and adds important weight to the good business practices previously established within the Pacific National Exhibition. The Act also intensifies the PNE's focus on diversity, and solidifies its resolve to provide equity of service, both to our internal and external contacts, clients and guests.

# Pacific National Exhibition

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# Pacific National Exhibition

This report acts as a review of the practices of the PNE with regards to multicultural activities and initiatives. With a designated Manager assigned the task of monitoring the evolution of initiatives planned, progress in meeting the goals and objectives of the *Multiculturalism Act* will continue in 1999–2000. It is hoped that with the assistance of Multiculturalism B.C., and its new training programs, the PNE will be better able to serve the community in which it operates.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

The Pacific National Exhibition recognizes that multiculturalism envisions a society based upon respect, equity and inclusiveness for all individuals. The PNE is committed to the goals of multiculturalism and will:

- promote full access to all individuals, so that they may enjoy the PNE's social, cultural and economic benefits;
- provide equitable access to services, opportunities and advancements for all;
- promote cross cultural understanding and respect by highlighting the diversity of cultures from around the province;
- ensure all staff treat each other as well as guests with fairness and dignity and help to eliminate racism, discrimination, racially-based harassment and culturally based conflict.

Discrimination based upon nationality, ethnic origin, language, ancestry, culture or religion will not be tolerated among staff and in guest relations.

The Pacific National Exhibition will continue to focus on this goal of multiculturalism in every aspect of its business, including the communication activities previously mentioned and the following:

- The Human Resources department will continue to advertise job openings in a variety of cultural publications within the Lower Mainland;
- The Exhibition continues to post Multiculturalism calendars, publications and posters in highly visible areas for all employees.

## ACTION PLAN FOR 1999–2000

- The Human Resources department will begin showing a new video at Job Fair 1999 which highlights the expectations the PNE has of its employees. This further supports the PNE's commitment to equity, respect, diversity and inclusiveness for all individuals.
- The PNE will continue to display and present material in conjunction with Multiculturalism BC at all staff related events, including: the Annual Job Fair, Staff Orientation Sessions, Human Resources Department and staff lunch rooms.
- The Human Resources Department will continue to show the Multiculturalism at Work video to all new PNE employees during orientation sessions scheduled throughout the spring/summer season.
- The Marketing Department will continue to work with consulting firms to ensure that the PNE's message is reaching British Columbia's diverse cultural marketplace.
- The Exhibit Space Department will continue to ensure vendors retaining exhibit space reflect the community's broad range of cultural diversity.
- The Productions Group will continue to ensure that programmed events reflect the community's broad range of cultural needs and that they assist the community in promoting cross cultural understanding.

# Workers' Compensation Board

## GENERAL OVERVIEW

Before 1917, if a worker was injured on the job, his or her only option for compensation was to sue the employer. Workers' compensation laws introduced in 1917, in BC, gave workers the right to compensation and required employers to pay for the compensation system through regular payments, known as assessments. The Workers' Compensation Board (WCB) administers the *Workers' Compensation Act* (the Act) for the provincial Ministry of Labour. The Act gives the WCB legal authority to:

- Set and enforce occupational safety and health standards;
- Assist injured or disabled workers and their dependants; and
- Assess employers and collect money to operate the WCB

Employers in industries covered by the *Workers Compensation Act* fund the WCB; virtually all employers in BC are covered by the Act.

A Panel of Administrators is entrusted with stewardship of the WCB. The Panel has overall responsibility for ensuring that the organization fulfills the purposes for which it was created. In doing so, the Panel has complete and final responsibility for the policies, direction, and future of the workers' compensation system.

The WCB's mandate is to monitor and promote occupational safety and health practices through regulation, inspection, education and consultation. The WCB provides rehabilitation, compensation, and vocational training to workers who are injured or suffer occupational disease. It provides compensation to dependants of workers who have died as a result of a work-related injury or occupational disease and provides compensation and assistance to victims of criminal acts (under the authority of the *Criminal Injury Compensation Act*).

## EXECUTIVE SUMMARY

In June 1996, the Joint WCB Employment Equity/Multiculturalism Committee was re-established and renamed the Diversity Committee to lead both Diversity and Multiculturalism Committee initiatives. The revitalized Committee created and continues to use Terms of Reference that incorporate both Employment Equity and Multiculturalism initiatives to guide its activities.

The Joint Committee on Diversity spearheaded a number of initiatives throughout 1998–1999, including communication of various programs, hosting events for International Human Rights Day, Multiculturalism Week and distributing posters on Anti-Racism and Multiculturalism to all WCB Offices. The Committee continued to develop a stronger link with the Communications Department in order to provide input on internal and external communications.

The Committee is also coordinating the Employment Systems Review of all Human Resources policies, practices, and procedures. To assist with this review, the WCB provided the Committee with specific funding and resources. In May 1998, the first phase of this review commenced and focused on reviewing the Compensation, Benefits, and Job Evaluation systems. In December 1998, the first phase of this review was completed. Starting in September 1999, the second phase of the Employment Systems review is expected to commence and will focus on reviewing the recruitment, selection, training and development, and mobility systems.

Other highlights of the report include expansion of the pilot Diversity training program. To date, 169 staff have attended the half-day session, which provides additional tools to better serve the diverse clients of the WCB.

Finally, increased communication of diversity and multicultural initiatives also took place during the past year. The WCB utilized the internal news publications, as well as using e-mail, the electronic bulletin board and the new BoardNet system to reach an even wider audience. The Diversity Committee will continue to partner with the Communications Department to develop on-going communication plans to provide staff with updates on the progress of the Employment Systems Review.

There are 2926 (permanent and temporary) employees at the WCB.

## CORPORATE COMMITMENT AND IMPLEMENTATION

1. Corporate Commitment for multiculturalism continues at the WCB. A Multiculturalism Policy has been in place at the WCB since 1995. In addition, a document entitled Transforming the Workers' Compensation Board of British Columbia: A Strategic Plan was developed in 1995 and approved by the Panel of Administrators in April 1996.

   Among this five-year plan's objectives is the primary goal of providing WCB stakeholders and the public with service in a sensitive, respectful and effective manner. In order to accomplish this, our service delivery mechanisms must become even more reflective of the culturally diverse public we serve.

# Workers' Compensation Board

Executive commitment to multiculturalism is also reflected in the WCB's core values, which include:

- Service – client focused
- People – respectful, collaborative, supportive
- Business – ethical, professional, prudent
- Development – future-oriented, improvement-oriented, learning-oriented

The WCB is committed to developing an understanding, acceptance and respect for diversity, both in the workplace and with our clients. Utilizing the five-year strategic plan and core values, the WCB will work toward achieving its mission for all workers and employers in the province.

2. The Manager of Labour Relations provides leadership for Multiculturalism and Diversity at the WCB. This position reports to the Vice President of Human Resources, the executive sponsor of the program, on all related multiculturalism and diversity matters. The Manager of Labour Relations oversees the Joint Diversity Committee, which is responsible for the implementation of the WCB's Multiculturalism plans. The 7 member committee is co-chaired by a union (Compensation Employee's Union) and management representative.

3. The WCB's strategic goals, business planning, and budgeting process incorporate the following commitment to multiculturalism:

a) As part of the WCB's Strategic Plan, the 1998/1999 Corporate Business plan identifies a number of Service Goals, including:

- To assist industry in lowering serious workplace injury rates per 100 person years by 10% by the year 2000.
- To pay entitled workers within 20 days from the date of injury by 1998.
- To raise client service satisfaction to 85% by 1998 year end.
- To improve the safe return to work rate for workers with permanent disabilities by 10% by the year 2000.
- To improve the time from disablement to safe return to work by 20% by the year 2000.

Towards achieving these service objectives, an interpretative service company (Mosaic) and a clinical social worker provide services to clients in various languages. As well, the WCB established its own positions requiring the specific languages of Cantonese and Punjabi in order to provide better service to its clients. In addition, many external publications are available to employers and workers in languages other than English.

b) To affirm the WCB's commitment to multiculturalism and diversity, the Executive Committee approved a recommendation that each operating area include an objective and action plan in their 1999 Business Plan that promotes multiculturalism and diversity. The following multiculturalism objective was included in their 1999 Business Plans:

*To broaden our activities and initiatives, and to progress toward achieving a more diverse, sensitive organization.*

Each operating area was required to create specific action plans outlining how its diversity objective would be achieved in 1999. Involvement in various multicultural programs, training, and outreach initiatives were some of the actions identified. These initiatives will be discussed in more detail throughout the report.

c) Financial resources continue to be allocated for programs such as Employment Equity, Multiculturalism, Harassment, Violence in the Workplace and other related programs.

d) The Human Resources Division Business Plan for 1999 also included the following strategies that support and promote multiculturalism and diversity:

- Broaden our initiatives to progress toward becoming a more diversity sensitive organization and to ensure that the WCB environment is one that encourages all employees to reach their potential;
- Create a culture of positive open communication to further enhance the commitment of employees and managers to achieve corporate objectives.

The first step in this process has been to involve the WCB's entire management team in the establishment of a set of core values that are intended to provide the underlying principles upon which the WCB staff will deal with each other and their clients. Central to these values are the concepts of respect for each other and diversity.

e) In 1998, the Diversity Committee was provided with financial resources to conduct a formal Employment Systems Review of all Human Resources practices, processes and policies to determine if there are unintended barriers to achieving diversity in the workplace. The first phase of the Employment Systems Review, which focused on the Compensation, Benefits and Job Evaluation systems has been completed. The second phase will focus on the recruitment system at the WCB and is expected to commence in September 1999.

## Workers' Compensation Board

### COMMUNICATIONS ACTIVITIES

Corporate commitment to multiculturalism was communicated to internal staff and external clients using the following strategies during 1998/1999:

1. The Strategic Plan was communicated to all management employees throughout 1998 and 1999. In the beginning of 1999, the Senior Executive Committee also provided presentations to all staff on the WCB's Strategic plan.

2. The Human Resources Department displays Employment Equity, Multiculturalism and Harassment posters and related brochures.

3. Various communication tools are in place to highlight the importance of Diversity at the WCB. During 1999, the WCB phased in a new internal communication tool called BoardNet. This computer application, based on Intranet technology, features corporate and divisional information, as well as information on Diversity and Multiculturalism. It is currently being used to communicate information regarding the Diversity Committee's Terms of Reference, the WCB's policy on Multiculturalism, and a glossary of relevant terms. BoardNet is updated with current event activities and informative material.

   A bi-weekly newspaper titled "Bulletin Board" continues to be distributed to all staff. This newspaper, produced by the Communications Department, allows staff to submit articles of interest. The Diversity Committee utilizes this publication to advertise events like Multiculturalism Week and other Diversity Committee initiatives.

   WCB's bi-monthly internal magazine, "Board Talk" published an article which provided an overview of the Employment Systems Review project.

4. As part of Multiculturalism Week, the WCB distributed posters on Anti-Racism and Multiculturalism to WCB Offices throughout the Province.

5. The Diversity Committee continued to partner with the Communications Department with respect to multicultural and diversity related communications. In 1998, the Communications Department assisted the Committee in establishing an Employment Systems Review communication plan. The Diversity Committee will continue to work with Communications to establish ongoing communication plans as each phase in the review is started and completed.

6. The WCB encourages participation from non-traditional ethnic media to attend various WCB events and conferences. The WCB also includes the ethnic media in the distribution of news releases and other media materials.

7. The WCB utilizes the Outreach news media to assist in the recruitment and selection of qualified candidates from a more diverse applicant pool.

8. Corporate Planning continues to work with Communications and other departments to reach out to the multicultural community. Corporate Planning participates in an afternoon instruction to recent immigrants engaged in an employment preparation program. The participants are given an explanation of the Workers' Compensation System in British Columbia and provided with details on how to file a claim, what questions to ask an employer regarding safety, and an explanation of their rights, obligations and benefits should they be injured in a work place accident. Recently, Corporate Planning presented a two hour presentation (with the use of an interpreter) to recent Korean Immigrants in a program offered through the People's Law School.

   The sponsoring agency for this program was given videos in four languages, and accessible vocabulary English, for the free use of participants outside the training setting.

9. The WCB seeks to reflect BC's multicultural society through visual representation in its print and television advertising, as well as in related print and video materials. A mix of gender, ages, occupation, and ethnic backgrounds is considered when selecting photo subjects for print materials, films and videos.

### STAFF TRAINING AND DEVELOPMENT

1. On December 10th, the Diversity Committee co-sponsored a lunchtime event to commemorate the 50th Anniversary of the Universal Declaration of Human Rights. In celebration of this day, the Diversity Committee made available to staff an interactive game called "Erasing the Hydra of Hate." The game tests players' knowledge of discrimination and hatred. Also during that day, a display table was set up with information on Human Rights including copies of the Declaration. In addition, a Human Rights Quiz was available for staff to complete which allowed them to be eligible for prizes such as Multi-faith Calendars and Human Rights Day T-Shirts.

# Workers' Compensation Board

2. Multiculturalism Week offered many opportunities for awareness and education for WCB staff. The week, coordinated by the Diversity Committee and titled Celebrating our Diversity - Growing Stronger Together, featured a number of different events and activities. The highlight of the week was the hosting of a live drama performance called "The Short Life and Lonely Death of Reena Virk". Drama students at Frank Hurt Senior Secondary School performed this short play to demonstrate issues of hate, violence and racism amongst our youth.

   Video presentations called "Multiculturalism in Action" and "Youth and Hate" were also showcased during the week. To communicate these events, the Diversity Committee created a Schedule of Events poster which summarized the week's events.

   To further communicate Multiculturalism Week, the Diversity Committee set up a lunchtime booth in front of the staff cafeteria where staff were invited to pick up information on multiculturalism. The internal electronic mail system was also used to communicate daily events and activities.

   Multicultural food was also promoted during the week with the cafeteria providing daily multicultural menu themes and individual departments hosting food and heritage dress days.

3. The Joint Committee on Harassment delivered a revised training program for existing investigators as well as initial training for 7 new investigators in November 1998. The training session provided updated information on the state of the law, investigation methodology, report writing and evidentiary concerns.

4. The Compensation Services Division conducted four Diversity Training Sessions from May 1998 - November 1998. The program covers such topics as how diversity impacts the workplace, how culture affects our thinking and decisions, and how the B.C. Human Rights Code affects the workplace.

5. The video Multiculturalism at Work (BC Pavilion Corp/PNE) continues to be used in various staff meetings to promote customer service to a multicultural client base.

## REVIEW OF PROGRAMS, SERVICES, POLICIES AND LEGISLATION

### *Legislation*

1. On January 13, 1994, new health and safety regulations for violence in the workplace took the force of law ensuring increased protection for BC workers and employers. The regulations address violence initiated by persons who may be encountered as clients in the workplace.

   In 1996–1997, the WCB Prevention Division provided Risk Assessment Workshops and presentations on workplace violence to employers throughout British Columbia.

2. In 1997, the Panel of Administrators passed the new Occupational Health & Safety Regulations into law. Three booklets were produced and distributed to employers to communicate the new regulations that took effect April 15, 1998. All three books are written in a version of English that is easier to understand and they are arranged and numbered more logically so they are easier to use.

### *Policies*

1. The Diversity Committee continues to use the Joint Terms of Reference to guide its activities in both employment equity and multicultural initiatives.

2. All Human Resources recruitment procedures are implemented in consideration of WCB policies, including Employment Equity, Multiculturalism and Harassment.

3. The Multiculturalism Policy (1995) is available to staff on the Diversity Committee's web site on WCB's Boardnet system.

4. The 1998 (April 1, 1998 – March 31, 2002) Collective Agreement between the Parties included a section on Discrimination indicating that the Parties hereto subscribe to the principles of the *Human Rights Act*, SBC 1984, c.22'.

5. The 1998 (April 1, 1998 – March 31, 2002) Collective Agreement between the Parties included a clause stating "the Board will take reasonable steps to accommodate employees' requests to observe religious obligations on days other than the public holidays indicated in the agreement".

## Workers' Compensation Board

6. The revised Harassment Policy was approved by the WCB/CEU in September 1997. In this revised policy, racial harassment is defined as, "words or actions which would reasonably be expected to show disrespect or cause humiliation to another employee because of his or her race, colour, language, creed, ancestry, place of origin or ethnic origin". The objective of this policy is "to help create a work environment that is collegial and harassment-free". The original Harassment Policy was recognized in the 1995 Collective Agreement between the Parties and is included in the current 1998 Collective Agreement.

   The Committee on Harassment completed and distributed Third Party Harassment Procedures to all management staff in the beginning of 1999. The purpose of the Procedural Guide is to :

a) provide a consistent approach to dealing with complaints of harassment made by WCB employees against external parties.

b) provide a consistent and clearly understood procedure to deal with complaints of harassment made by external parties against WCB employees.

7. In 1998, The Labour Relations Department and the Compensation Employees' Union signed a Letter of Understanding (LOU) regarding "Language Requirements". This LOU continues to be used to assist the WCB in meeting the service needs of its clients when it determines a language in addition to English is required for a position.

### *Programs*

1. To ensure fairness in our recruiting policies, Human Resources continues to utilize a competency-based system of recruitment for all its internal and external hiring needs. The system identifies job competencies that can be accurately assessed by selection tools. Competency based selection assists in eliminating artificial barriers and allows for consistency.

2. The WCB Safety, Health and Security Department continues to promote a comprehensive corporate program to combat workplace-related threats of violence. The WCB's corporate policy exceeds the Industrial Health and Safety Regulations because it also includes worker against worker threats and incidents of violence.

3. To date, 1200 employees have completed the Diffusing Hostility training program to comply with the Occupational Health and Safety Regulations. Another 1000 employees are scheduled to complete this program for 1999. The program focuses on assisting WCB employees to recognize and deal appropriately with work-related threats and acts of violence. The program is offered through the Safety, Health and Security Department. Training on Diffusing Hostility has also been incorporated in the Compensation Services Case Management training program.

4. Physical plant and neighbourhood risk assessments continue to be conducted throughout the province by our Security Manager and staff. These assessments have been used to produce reports and recommendations to improve the security of WCB buildings. One of the recommendations which was implemented was to install security counters in the offices.

5. The Information Services Division continues to take part in the Access Ability Program. This program has two objectives: first, it provides computer training to people with disabilities, and second, it challenges workplace prejudice against the disabled. The Access Ability Program was originally developed by the WCB in 1987 to provide computer training to people disabled by workplace accidents. The Open Learning Agency took responsibility for the program in 1990.

   As a partner in the Access Ability program, the WCB continues to contribute funding, take part in the Business Advisory Council, provide internship to students, and hire program graduates in the Information Services Division.

6. The WCB Corporate Ethics Program is expected to be established in 1999. This Program is designed to augment the WCB's Standards of Conduct and identify professional tools, resources and job-specific training for management and staff within the WCB. Each Manager at WCB will be expected to act as an Ethics Advisor for their employees. Managers will not only assist employees facing ethical dilemmas, but will also be responsible for fostering an environment in which employees are encouraged to discuss workplace ethics with colleagues and managers.

### *Services*

1. Translation and interpretative services are ongoing in most areas of the WCB and all publications and video productions are evaluated as to the need for translation and into what languages.

2. The Prevention Division continues to liase with the Indo-Canadian agriculture community and other multicultural groups through an organization funded by the WCB, know as FARSHA (Farm and Ranch Safety and

# Workers' Compensation Board

Health Agency). This liaison addesses and attempts to resolve concerns within those multicultural groups with respect to safety and health regulations.

With ongoing health and safety regulations for agricultural workers, the need for an Occupational Safety Officer to liase with the Indo-Canadian agricultural community continues. The Officer is also an advisory member to the Progressive Inter-cultural Community Services Society in Surrey providing his expertise on safety and health issues. In addition, the Officer attends FARSHA meetings as required and continues to provide interpreter and translation services for both the Prevention Division and FARSHA.

3. The Psychology Department continues to operate a specialized psycho-vocational testing unit providing culturally sensitive assessment services for workers with limited or no English language skills using a non-verbal testing approach.

4. The Rehabilitation Centre continues to contract the services of a clinical social worker that offers counselling services in Punjabi, Urdu, and Hindi. These services are available one afternoon per week.

5. The WCB continues to use Mosaic Community Interpretation Services. Mosaic provides written translation and oral interpretation services for the Board when we require language expertise in dealing with non-English speaking clients. This service allows the WCB to better serve our clients in a variety of languages.

6. Focus groups were conducted in 1996 among employer, safety supervisor, and worker audiences to gauge their perceptions of WCB brochures, safety manuals, posters, etc. One of the report's conclusions (a representative from Angus Reid was the facilitator) was that "The written materials produced by the WCB are...problematic for some companies because they are written at a higher level that is appropriate for some employees". In some industries, most of the workforce has English as a second language, and their reading skills are poor. Recommendations to address this included condensing information so it is simple, short, contains more pictures rather than text, and is written in plain language at a Grade 6–8 reading level. The WCB's redesign of its material is continuing in 1999 and issues of reading level and employee comprehension continue to be the focus.

7. In 1996, the WCB assisted the City of Surrey in its production of "Working Together to Build a Better Community", a video production covering the residential building permit application and plan review process. Both English and Punjabi versions were produced, and are currently used to provide a WCB message highlighting the responsibilities of the builder with regard to the health and safety of workers under the WCB regulations.

## SIGNIFICANT CONTINUING INITIATIVES/ ADDITIONAL COMMENTS

This section was incorporated into the previous sections.

## ACTION PLAN FOR 1999–2000

1. The WCB executive will demonstrate ongoing commitment to multiculturalism by identifying specific divisional diversity and multicultural objectives and by including specific multicultural initiatives in the 1999/2000 business planning and budgeting process.

2. During 1999/2000, the Human Resources Division will set aside financial resources to assist the Joint Diversity Committee to initiate phase-two of the Employment Systems Review. Phase two entails a review of the recruitment, selection, training and development, and mobility systems.

3. The WCB will partner with various external diversity and multicultural groups, including various schools, aboriginal groups and agencies dealing with persons with disabilities.

4. The WCB will continue to identify and recruit individuals into service oriented positions requiring specific language competencies as outlined in the "Language Requirement Letter of Understanding". This will assist the WCB to continue to meet the service needs of its clients.

5. The WCB will implement a strategy to incorporate diversity training in divisional training modules to increase awareness of diversity issues within the WCB.

# Appendices

# Multiculturalism Act

**NOT OFFICIAL VERSION**

## MULTICULTURALISM ACT

## [RSBC 1996] CHAPTER 321

### Contents

Section

1 Definition
2 Purposes of the Act
3 Multiculturalism policy
4 Multicultural Advisory Council
5 Role of the council
6 Reports
7 Additional reports
8 Application for grants
9 Minister may provide grants
10 Power to make regulations

### Definition

1. In this Act, "council" means the Advisory Council on Multiculturalism continued as the Multicultural Advisory Council under section 4 (1).

### Purposes of the Act

2. The following are the purposes of this Act:
   (a) to recognize that the diversity of British Columbians as regards race, cultural heritage, religion, ethnicity, ancestry and place of origin is a fundamental characteristic of the society of British Columbia that enriches the lives of all British Columbians;
   (b) to encourage respect for the multicultural heritage of British Columbia;
   (c) to promote racial harmony, cross cultural understanding and respect and the development of a community that is united and at peace with itself;
   (d) to foster the creation of a society in British Columbia in which there are no impediments to the full and free participation of all British Columbians in the economic, social, cultural and political life of British Columbia.

### Multiculturalism policy

3. It is the policy of the government to
   (a) recognize and promote the understanding that multiculturalism reflects the racial and cultural diversity of British Columbians,
   (b) promote cross cultural understanding and respect and attitudes and perceptions that lead to harmony among British Columbians of every race, cultural heritage, religion, ethnicity, ancestry and place of origin,
   (c) promote the full and free participation of all individuals in the society of British Columbia,
   (d) foster the ability of each British Columbian, regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin, to share in the economic, social, cultural and political life of British Columbia in a manner that is consistent with the rights and responsibilities of that individual as a member of the society of British Columbia,
   (e) reaffirm that violence, hatred and discrimination on the basis of race, cultural heritage, religion, ethnicity, ancestry or place of origin have no place in the society of British Columbia,

**NOT OFFICIAL VERSION**

(f) work towards building a society in British Columbia free from all forms of racism and from conflict and discrimination based on race, cultural heritage, religion, ethnicity, ancestry and place of origin,
(g) recognize the inherent right of each British Columbian, regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin, to be treated with dignity, and
(h) generally, carry on government services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

### Multicultural Advisory Council

4. (1) The Advisory Council on Multiculturalism is continued as the Multicultural Advisory Council.
(2) The council consists of the members appointed by the Lieutenant Governor in Council.
(3) The Lieutenant Governor in Council may set the terms of office of the members of the council.
(4) The Lieutenant Governor in Council may designate a member of the council as chair and one or more other members as vice chair.
(5) Members of the council are entitled to be reimbursed for reasonable travelling and out of pocket expenses incurred by them as members of the council.

### Role of the council

5. (1) The role of the council is to advise the minister on issues respecting multiculturalism and to perform any other duties or functions specified by the minister.
(2) The council may make bylaws
    (a) respecting the calling and conduct of its meetings, and
    (b) creating and appointing council members to committees of the council and setting out the powers and duties of those committees.

### Reports

6. (1) The council must make an annual report to the minister.
(2) In addition to the report referred to in subsection (1), the council must, at the request of the minister, report on specific matters, in the manner and at the times required by the minister.

### Additional reports

7. (1) On or before May 31 of each year, every ministry and every government corporation within the meaning of the *Financial Administration Act* must submit an annual report to the minister setting out the initiatives that it has undertaken in the reporting period to promote the policies referred to in section 3.
(2) The minister must prepare an annual report respecting, for the fiscal year for which the report is prepared,
    (a) the administration and implementation of this Act, and
    (b) the activities of the council.
(3) The minister must lay the report referred to in subsection (2) before the Legislative Assembly during the session next following the end of the year for which the report is made.

### Application for grants

8. (1) A not for profit organization may apply to the minister for a grant under this Act for a program.
(2) An application for a grant must
    (a) set out the nature of the program for which the grant is requested, and
    (b) provide any other information and records the minister may require.

# Multiculturalism Act

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### Minister may provide grants

9. (1) The minister may set the criteria on which grant applications under this Act are to be assessed.

(2) On application, the minister may, in the minister's sole discretion, make a grant to an applicant under this Act out of money appropriated by the Legislature for that purpose if the grant application meets the criteria set under subsection (1).

(3) The minister may impose the terms and conditions on a grant made under this section that the minister considers appropriate.

(4) Before making a grant under subsection (2), the minister must ensure that the program in respect of which the grant application is made fosters or promotes one or more of the policies referred to in section 3.

### Power to make regulations

10. The Lieutenant Governor in Council may make regulations referred to in section 41 of the *Interpretation Act.*

# What is Multiculturalism? The Myths and Facts

## UNDERSTANDING THE WORDS

**multi***cultural*

*many cultures*

**multi***cultural* society

*people of many cultures living*
*in the same community*

**multi***culturalism*

*understanding, acceptance,*
*mutual respect, inclusion*
*and working together to build united*
*communities*

Myth: *Multiculturalism divides people. Ethnic minorities don't feel the need to mix with Canadians.*

Fact: There is often the misconception that ethnic minorities are not Canadians. Canadians come from diverse cultural backgrounds. It is hate, prejudice, discrimination and misunderstanding that divide people. The reality is that when some people experience discrimination based on their ethnicity they group together for support. Sometimes people group together because they share common experiences and interests, such as the arts, music and sports. A goal of multiculturalism programs is to bring people together through the development of inclusive communities and institutions. Inclusion promotes unity. Exclusion divides people.

Myth: *Multiculturalism weakens national unity.*

Fact: Hate and cultural conflict tend to divide a nation. Respect, inclusion and cooperation help unite a nation. Multiculturalism strengthens a nation through programs which work towards cross-cultural understanding, the elimination of racism, and the full participation of all individuals into the social, political and economic life of our society.

Myth: *Because of multiculturalism, people think of themselves as members of their native countries first and as Canadian second.*

Fact: Multiculturalism says we are all Canadians first. The existence of a Canadian identity does not deny one the right to maintain or explore one's cultural heritage(s). We all have a culture. The strength of Canadian identity is the understanding that unity can be achieved through diversity. Being a Canadian means that you have the right to be proud of your Canadian nationality and your cultural heritage. Pride in one's cultural heritage, freedom from being made to feel ashamed of one's heritage, and respect for others foster a sense of self-worth and mutual respect.

Myth: *Multiculturalism is only for the benefit of new immigrants and visible minorities.*

Fact: Multiculturalism benefits all Canadians by:
- creating a society free from racism.
- promoting respect and appreciation of the cultural heritage(s) of all Canadians.

Myth: *Multiculturalism promotes "third world" immigration and discriminates against immigrants from Europe.*

Fact: Multiculturalism is not an immigration policy. Canada's immigration policy is based on a system intended to be impartial and admits people from all over the world.

Myth: *Multiculturalism allows visible minorities to think that they do not need to observe our laws.*

Fact: Multiculturalism helps people to understand their rights and responsibilities in Canada including respect for the law.

Myth: *Multiculturalism is a recent social phenomenon.*

Fact: Although the official multiculturalism policy is quite recent, British Columbia has always been a multicultural society with a population consisting of diverse Aboriginal nations and immigrants from many parts of the world. It will continue to be a multicultural society even if immigration were to stop.

Myth: *Multiculturalism is only song and dance events from other cultures. It isn't really important.*

Fact: The priorities of provincial multiculturalism programs are: cross-cultural understanding; conflict resolution; the elimination of racism; the full participation of all British Columbians into the social, economic and political life of British Columbia. Cultural festivals and the preservation of culture are not priorities of multiculturalism programs.

# What is Multiculturalism? The Myths and Facts

*Myth: When people come to Canada they should adopt our way of doing things.*

**Fact:** Newcomers are faced with making considerable adjustments to a new society. They also contribute to the social, economic and political fabric of our society. Multiculturalism promotes the integration of newcomers into an evolving society. The Canada we live in today is different from Canada fifty years ago and will be different from the Canada of the future. Societies evolve through time. Living in an evolving society requires all of us to adapt.

*Myth: Multiculturalism costs too much money.*

**Fact:** The social and financial consequences of hate crimes, racism and conflict far outweigh the financial cost of a multiculturalism program. United, harmonious, peaceful communities are productive and prosperous. Multiculturalism programs work toward achieving unity, assisting in increasing cross-cultural understanding and reducing conflict and racism in our society.

*Myth: The "melting pot" model is better than the multiculturalism model.*

**Fact:** The melting pot model symbolically represents a society in which cultures are "melted" or "assimilated" to form one cultural identity.

The melting model can lead to the creation of an exclusive society in which:
- minority cultures are not valued.
- minority groups must mimic the values and beliefs of the dominant group.
- differences are tolerated but not recognized as strengths.
- members of minority cultural groups who do not assimilate have less opportunity to participate fully in society.

The multiculturalism model provides for:
- diverse cultural perspectives to be incorporated into the decision making process.
- a global society in which linguistic and cultural differences are supported.
- a society in which the strengths of cultural diversity are maximized.

## **multi***culturalism*

is a dynamic process to make society more equitable for all Canadians. As past and present injustices are addressed, current and future generations will adjust to the re-balancing of power structures. Through this change process, multiculturalism will face many challenges. Although these challenges will result in frustrations for some, multiculturalism will benefit all members of society.

## **british** *columbia*

and Canada can be proud that ours was the first nation in the world to have government multiculturalism policies. It is a manifestation of our society's commitment to equality. Canadian governments have recognized that our diversity is one of our greatest strengths.